# 2006 Michigan Aging Information System NAPIS Client & Service Report

Prepared by the
Michigan Office of Services to the Aging

April 2007

# 2006 Michigan NAPIS Client & Service Report

## 2006 National Aging Program Information System (NAPIS) Client & Service Report

### NAPIS Background

The Michigan Office of Services to the Aging (OSA) is required by the federal Administration on Aging (AoA) to submit an annual NAPIS State Program Report (SPR) on activities supported by Title III and Title VII of the Older Americans Act (OAA). In 2005 state units on aging (SUAs) were directed to follow new NAPIS reporting requirements as a result of the 2000 reauthorization of the OAA, and the creation of the federal National Family Caregiver Support Program. AoA now requires SUAs to report unduplicated counts of clients and caregivers, detailed characteristics of clients and caregivers, expenditure data, a profile of service providers, and counts of service units.

### The Aging Network in Michigan

OSA is the state agency with primary responsibility for administering and reporting on federal and state programs for Michigan's 1.6 million older persons. Along with the Michigan Commission on Services to the Aging, OSA oversees a network of sixteen area agencies on aging (AAAs) that partner with more than 1,100 service providers across the state.

### NAPIS Reporting Requirements

NAPIS groups services into reporting *Clusters*. Cluster I includes in-home services and home delivered meals, Cluster II includes congregate meals, assisted transportation, and nutrition counseling, and Cluster III includes community-based services and some access services. Caregiver services are grouped into *registered* and *non-registered* services.

Client counts for Clusters I, II, and registered caregiver services are based on client registration forms. Data is collected on demographics, poverty, clients living alone, rurality, service enrollments, nutritional risk status (select services), and caregiver history (select caregiver services). Data on activity limitations (ADLs & IADLs) are collected on cluster I services. Client counts and demographic data on cluster III services and non-registered caregiver services are reported in the aggregate. Service units for cluster I and registered caregiver services are reported at the client-level. Cluster II, III, and non-registered caregiver service units are reported in the aggregate.[1]

Service expenditures are reported quarterly. Service expenditures are tracked by AAA, service provider, and fund source (federal, state, and local). Local expenditures are reported as matching funds (cash and in-kind) and program income (cost-sharing and voluntary client contributions).

### OSA's Aging Information System

OSA developed its Internet-based NAPIS software on the state's Aging Information System (AIS) in late 2001. NAPIS allows for comprehensive reporting on clients and services at the state, AAA, service provider, and client level.

The development of NAPIS is crucial to OSA's effort to create information systems that support informed decision-making and effective service delivery. A comprehensive profile of clients and services helps program planners at the state and local-level ensure that services reflect need and provide maximum benefit. This supports OSA's focus on keeping older adults and caregivers healthier longer, and maintaining a comprehensive network of services to support independence and allow individuals to receive services in the setting of their choice.

---

[1] See Data Sources & Considerations for a complete list of NAPIS-reportable services and service unit definitions.

# FY 2006 Client & Service Summary

## Clients Served

144,841 older adults registered for service (266,356 in non-registered services) **[2]**
123,234 nutrition services participants
78,875 older adults in community services
23,844 homebound older adults (65,612 including home delivered meals clients)
8,366 caregivers in registered services (20,888 caregivers in non-registered services)

Table 1. Demographic Profile of Clients and Caregivers

| Registered Older Adult Clients | Registered Caregivers | Non-Registered Older Adult Clients |
|---|---|---|
| 65% were age 75 or Older | 50% were age 75 or Older | 22% were low income |
| 67% were female | 72% were female | 16% resided in rural areas |
| 47% lived alone | 15% lived alone | 23% were minority by race/ethnicity |
| 46% resided in rural areas | 41% Resided in rural areas | |
| 29% were low income | 24% were low income | |
| 15% were minority by race/ethnicity | 22% were minority by race/ethnicity | |

## Difficulties with Common Daily Activities (65,612 homebound clients)[3]

60% reported difficulty shopping and/or cooking meals
50% had difficulty doing laundry, cleaning, climbing stairs, walking, and/or using transportation
40% reported difficulty keeping appointments and/or mobility limitations
33% had difficulty bathing, handling finances, and/or taking medications

## Services Provided

- Offered 60 different types of access, caregiver, community, in home, and nutrition services.

- Served nearly 11.3 million congregate and home delivered meals.

- Provided 785 thousand hours of care management, case coordination & support, chore, homemaker, home health aide, and personal care services.

- Delivered 766 thousand hours of counseling, disease prevention, elder abuse prevention, health screening, home repair, home injury control, information & assistance, legal services, medication management, outreach, transportation, and other community services.

- Supported caregivers with 826 thousand hours of respite care, adult day care, counseling, training, support groups, outreach, information & assistance, and other caregiver services.

## Expenditures

In 2006 the aging network spent $96.1 million serving older adults and caregivers. Of the total expended, 40% came from the federal government, 32% from state government, and 29% from local sources.

---

[2] "Registered" clients are clients enrolled in services for which NAPIS registration is required. Registered client counts are unduplicated. Clients in non-registered services are reported in the aggregate and may include duplication.
[3] See Data Sources & Considerations for daily activity limitation definitions (ADLs & IADLs).

## Clients and Service Trends

The count of registered clients in 2006 was 144,841, an increase of 1.2% from 2005. The largest increases in client counts were reported for nutrition services (3.9%) and registered caregiver services (13%). Decreases were reported for in home services (-6.9%).

Total service units decreased from 14.1 million units in 2005 to 13.6 million in 2006. Decreases in service units were reported for home delivered meals (-2.5%), congregate meals (-3.9%), and in home services (-2.6%).

The profile of registered clients for 2006 was similar to prior years:

- 70% were female and/or aged 75 or older
- 50% resided in rural areas and/or reported living alone
- 30% reported living in poverty
- 14% were minority by race and/or ethnicity.

Larger percentages of NAPIS clients reported these characteristics compared to Michigan's older adult population in the 2000 U.S. Census.

Table 2. Client and Unit Counts

| Service Category | Client Count | Unit Count | Service Category | Client Count | Unit Count |
|---|---|---|---|---|---|
| ACCESS SERVICES | | | COMMUNITY-BASED SERVICES | | |
| Information & Assistance | NA | 199,480 | Home Repair | 338 | 6,062 |
| Care Management | 3,888 | 27,714 | Legal Assistance | 12,032 | 45,049 |
| Case Coordination & Support | 10,113 | 45,521 | Medication Management | 641 | 5,252 |
| Outreach | NA | 89,015 | Personal Emergency Response | 1,110 | 1,247 |
| Transportation | 7,020 | 176,679 | Senior Center Staffing | 52,341 | 78,847 |
| Assisted Transportation | 1,207 | 15,202 | Vision Services | 936 | 2,821 |
| IN HOME SERVICES | | | SERVICES TO CAREGIVERS | | |
| Chore | 3,714 | 44,019 | Counseling Services | 222 | 1,382 |
| Friendly Reassurance | 2,126 | 61,934 | Support Groups | 1,513 | 7,645 |
| Homemaker | 7,995 | 366,138 | Caregiver Training | 1,476 | 9,206 |
| Home Health Aide | 131 | 826 | Adult Day Care | 1,515 | 434,416 |
| Home Injury Control | 1,708 | 4,264 | Home Delivered Meals Respite | 397 | 81,603 |
| Personal Care | 5,409 | 302,229 | Hmkr/Personal Care Respite | 64 | 2,377 |
| NUTRITION SERVICES | | | In Home Respite Care | 2,408 | 243,680 |
| Home Delivered Meals | 52,700 | 8,043,678 | Kinship Respite | 206 | 4,604 |
| Congregate Meals | 70,227 | 3,142,454 | Out of Home/Overnight Respite | 117 | 3,560 |
| COMMUNITY-BASED SERVICES | | | Volunteer Respite | 390 | 29,980 |
| Counseling | 1,727 | 8,253 | Supplemental Services | 291 | 855 |
| Disease Prevention | 14,575 | 34,157 | Caregiver Health Education | 178 | 50 |
| Elder Abuse Prevention | 5,444 | 6,898 | Caregiver Information & Assist. | 20,587 | 31,696 |
| Health Screening | 1,977 | NA | Caregiver Transportation | 47 | 747 |
| Hearing Impaired Services | 2,321 | 4,327 | Other Non-Registered Services | 90 | NA |

Chart 1. Registered Clients and Michigan's 2000 U.S. Census Population by Selected Characteristics[4]
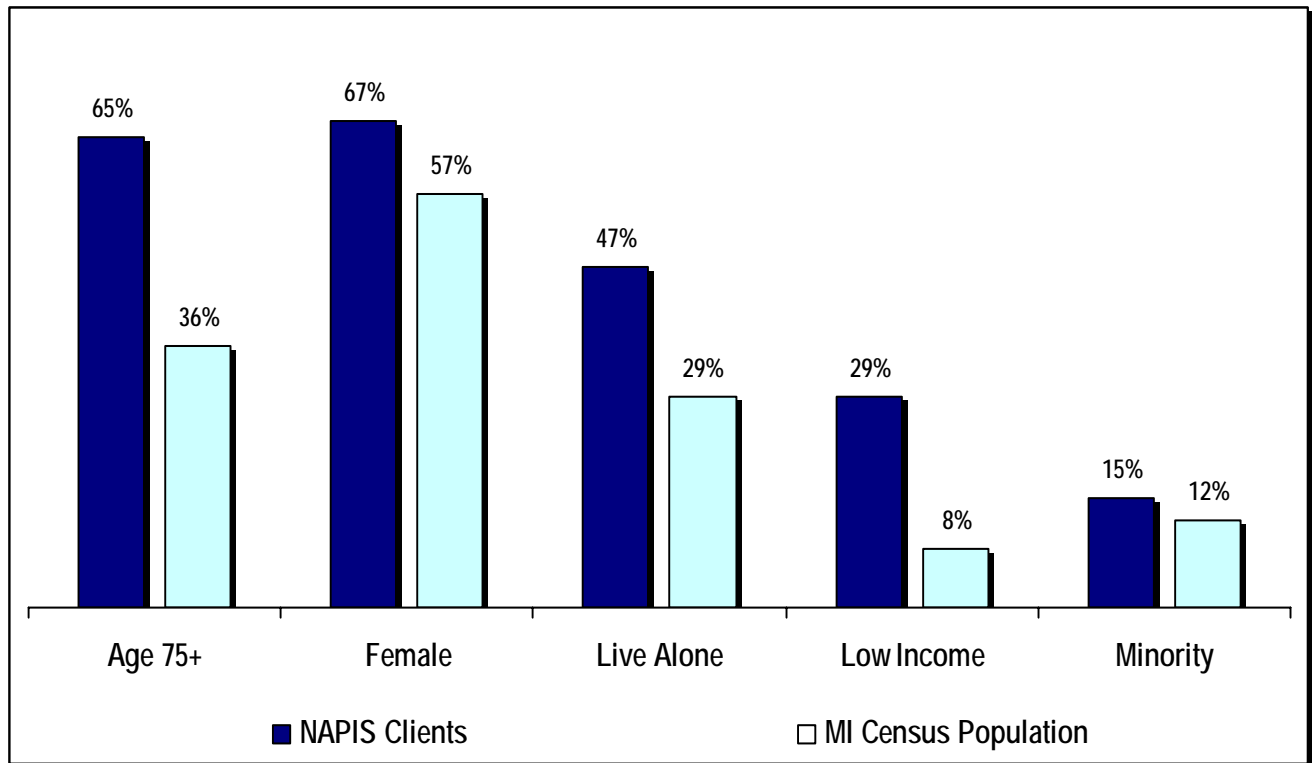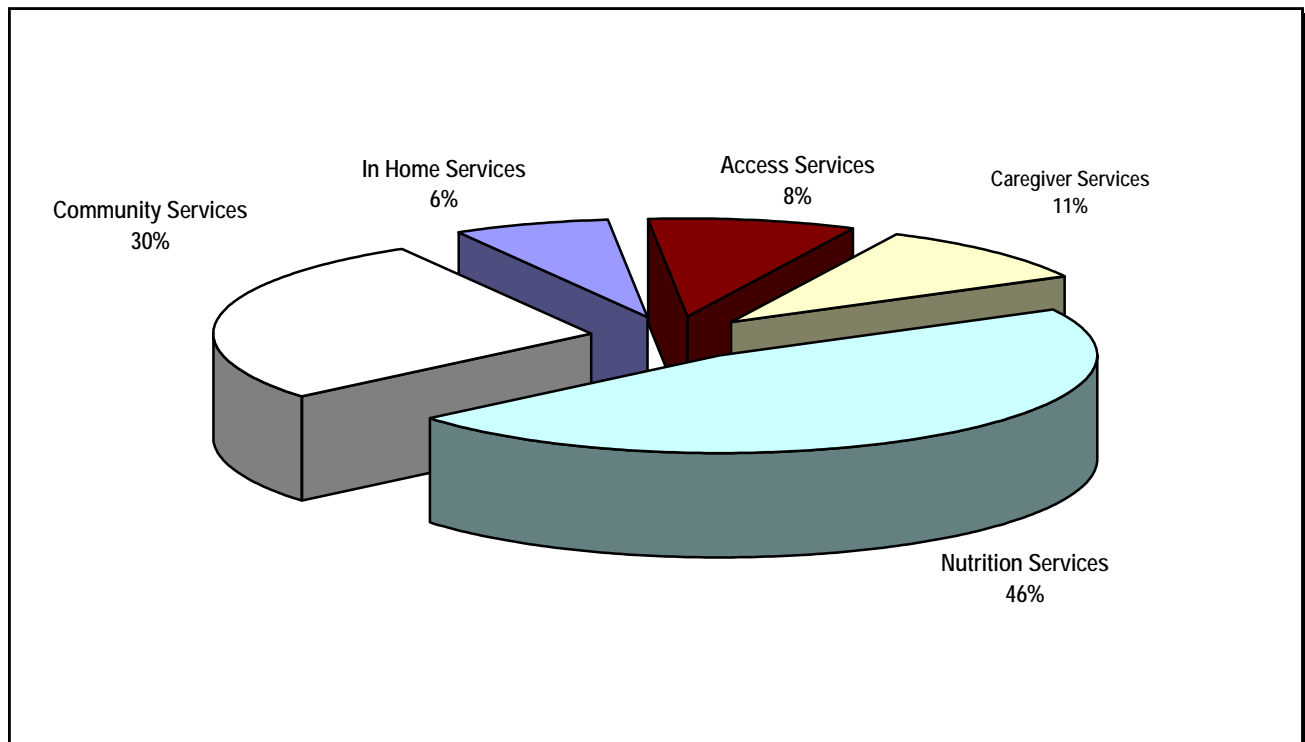


Chart 2. Clients by Service Category



---

[4] Data on age, gender, minority status is for individuals age 60+. Data on income and living alone is for individuals age 65+.

# FY 2006 Service Expenditure Analysis[5]

Overall service expenditures for 2006 totaled $96,181,738, a decrease of 5.2% from 2005. Expenditures decreased for community services (-26.0%), access (-6.0%), in home (-4.7%), and nutrition services (-3.8%).  Most of the reduction in community services expenditures was the result of the loss of state senior center staffing funds in 2006.  In home service expenditures were also impacted by reductions in state funding in 2006.

Reported expenditures of federal, state, and local matching funds decreased from 2005 levels.  Federal expenditures dropped by 1.9%, state expenditures decreased by 5.3%, and reported expenditures of local matching funds dropped by 16.9%.  An increase of 1.2% was reported for expenditures of local program income.

Table 3.  Total Expenditures for Selected Services

| Service Category | Expenditures | % of Total | Service Category | Expenditures | % of Total |
|---|---|---|---|---|---|
| Home Delivered Meals | $34,331,884 | 35.7% | Disease Prevention | $301,562 | 0.4% |
| Congregate Meals | $15,779,607 | 16.4% | Medication Management | $235,627 | 0.3% |
| Care Management | $8,366,233 | 8.7% | Elder Abuse Prevention | $196,284 | 0.2% |
| Homemaker | $5,514,083 | 5.7% | Caregiver Supplemental Services | $178,477 | 0.2% |
| Respite Care | $5,491,392 | 5.7% | Assisted Transportation | $174,804 | 0.2% |
| Personal Care | $5,478,296 | 5.7% | Vision Services | $173,235 | 0.2% |
| Adult Day Care | $5,057,782 | 5.3% | Health Screening | $164,650 | 0.2% |
| Senior Center Staffing | $1,664,566 | 1.7% | Home Injury Control | $164,003 | 0.2% |
| Case Coordination & Support | $1,513,159 | 1.6% | Counseling | $137,968 | 0.1% |
| Outreach | $1,406,069 | 1.5% | Assistance to the Hearing Impaired | $84,935 | 0.1% |
| Caregiver Information & Access | $1,374,805 | 1.4% | Nutrition Education | $84,518 | 0.1% |
| Information & Assistance | $1,255,830 | 1.3% | Personal Emergency Response | $70,646 | 0.1% |
| Caregiver Counseling Services | $1,065,783 | 1.1% | Home Repair | $63,286 | 0.1% |
| Legal Assistance | $972,713 | 1.0% | Physical Fitness | $58,352 | 0.1% |
| Transportation | $752,697 | 0.8% | Home Health Aide | $21,904 | 0.02% |
| Chore Services | $744,873 | 0.8% | Friendly Reassurance | $15,317 | 0.02% |

---

[5]Totals for service expenditures include federal, state and local expenditures reported for FY 2006.  Some discrepancies may exist between reported expenditures at the time of this analysis and final expenditures after corrections and/or audits adjustments.
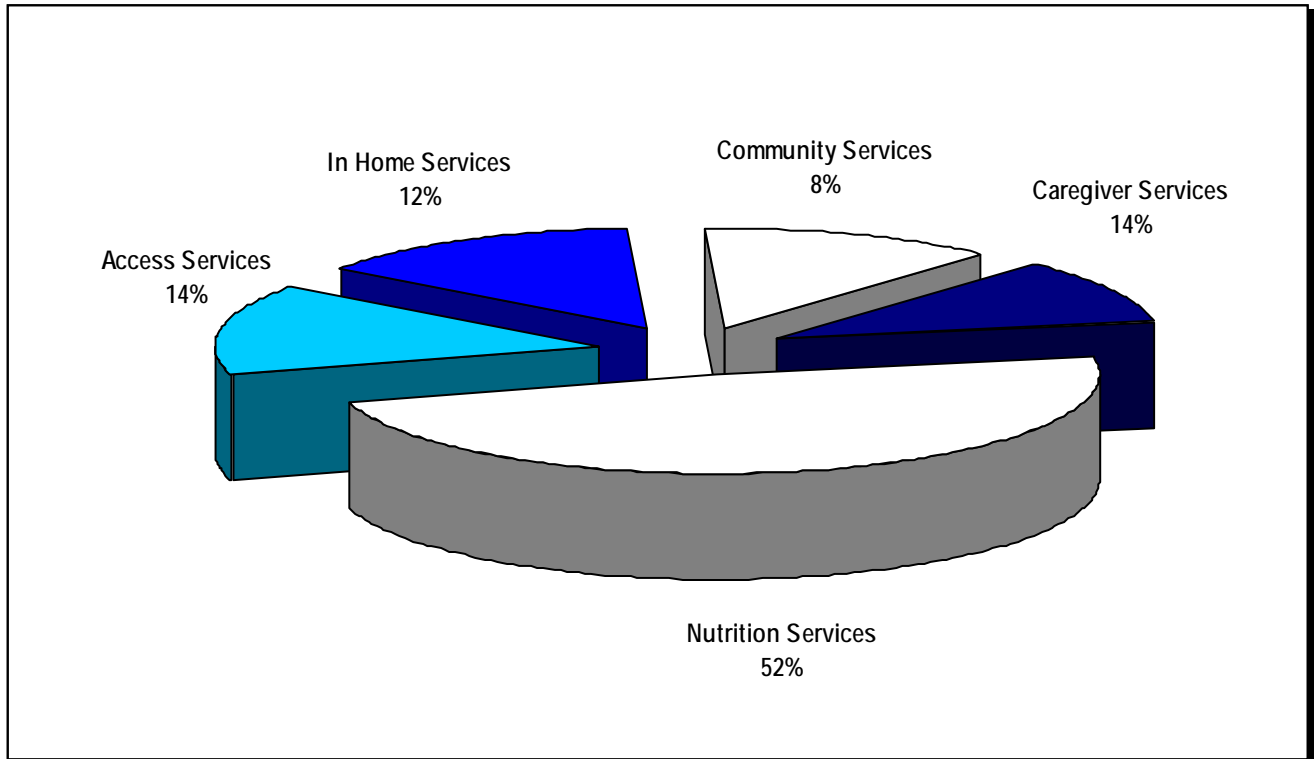
Chart 3. Expenditures by Service Category



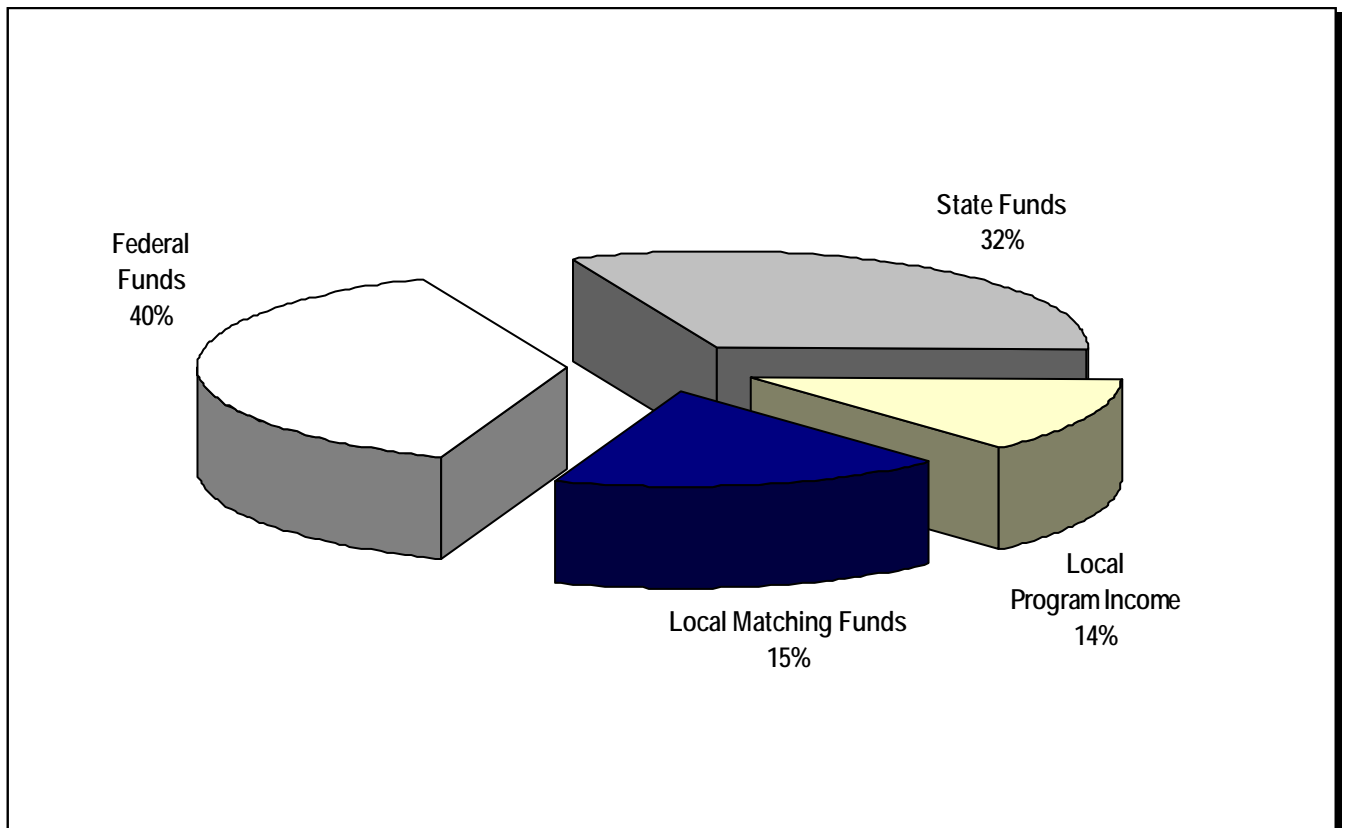In Home Services
12%

Community Services
8%

Caregiver Services
14%

Access Services
14%

Nutrition Services
52%

Chart 4. Service Expenditures by Source of Funds



State Funds
32%

Federal
Funds
40%

Local
Program Income
14%

Local Matching Funds
15%

# FY 2006 Access Services

## Access Services

Access services assist older adults and their families find, coordinate, and participate in programs available at the local-level.  Programs in this service category include care management, case coordination & support, information & assistance, outreach, and transportation.

13,816 unduplicated older adults received 73,235 hours/units in the care management and case coordination and support programs.  The aging network provided 7,020 clients with 191,881 one-way trips in the transportation and assisted transportation programs.  288,495 contacts were made by information & assistance and outreach programs to provide information on aging network services.

## Profile of Registered Access Service Clients[6]

77% were 75 years of age or older; and 40% were 85 years of age or older
70% were female
52% lived alone
51% resided in rural areas
26% were low-income
26% started service 4 or more years ago
11% were minority race and/or ethnicity

## Characteristics of Access Service Clients[7]

Larger percentages of access service clients were age 75 or older, lived alone, and resided in rural areas compared to the profile of registered clients.  A smaller percentage of access clients identified themselves as minority by race and/or ethnicity.  Table 5 below describes the most frequently reported activity limitations were cooking, shopping, transportation, cleaning, and climbing stairs.

Larger percentages of access service clients reported "physical", "self-care", and "go-outside-home" limitations compared to older adults in Michigan's 2000 U.S. Census population.[8]

## Expenditures

In 2006 nearly $13.5 million was spent providing access services.  Table 4 below describes expenditures by service and average costs per client and service unit.

---

[6] Registered Access Services include assisted transportation, care management, and case coordination & support.
[7] ADL and IADL information is collected on care management and case coordination & support clients.
[8] The 2000 U.S. Census includes data on individuals age 65 and older with physical disabilities (walking, climbing stairs, reaching, lifting, or carrying), self-care disabilities (dressing, bathing, or getting around inside the home), and/or go-outside-home disabilities (going outside home alone to shop or visit doctor's office).  These disability descriptions are comparable to the ADL and IADL limitations reported in NAPIS.

Table 4. Service Expenditures and Average Annual Costs per Client and Service Unit

| Service Category | Expenditures | Cost / Client | Cost / Unit |
|---|---|---|---|
| Care Management[9] | $8,366,233 | $2,149 | $301.67 |
| Case Coordination & Support | $1,513,159 | $150 | $33.24 |
| Outreach | $1,406,069 | NA | $15.80 |
| Information & Assistance | $1,255,830 | NA | $6.30 |
| Transportation | $752,698 | $107 | $4.99 |
| Assisted Transportation | $174,804 | $145 | $11.50 |
| Totals | $13,468,793 | $606 | $25.51 |

Table 5. Access Service Clients by Most Frequently Reported Daily Activity Limitations

| Daily Activity Limitations (ADLs & IADLs) | Percentage of Case Coordination & Care Management Clients w/ Reported ADL or IADL Limitation |
|---|---|
| Shopping | 77% |
| Cooking Meals | 76% |
| Cleaning | 67% |
| Using Private Transportation | 67% |
| Doing Laundry | 61% |
| Walking | 54% |
| Stair Climbing | 59% |
|  |  |
| Clients w/ 3 or more ADLs and/or IADLs | 84% |

Chart 5. Access Service Clients and Michigan's 2000 U.S. Census Population by Daily Activity Limitations[10]



---
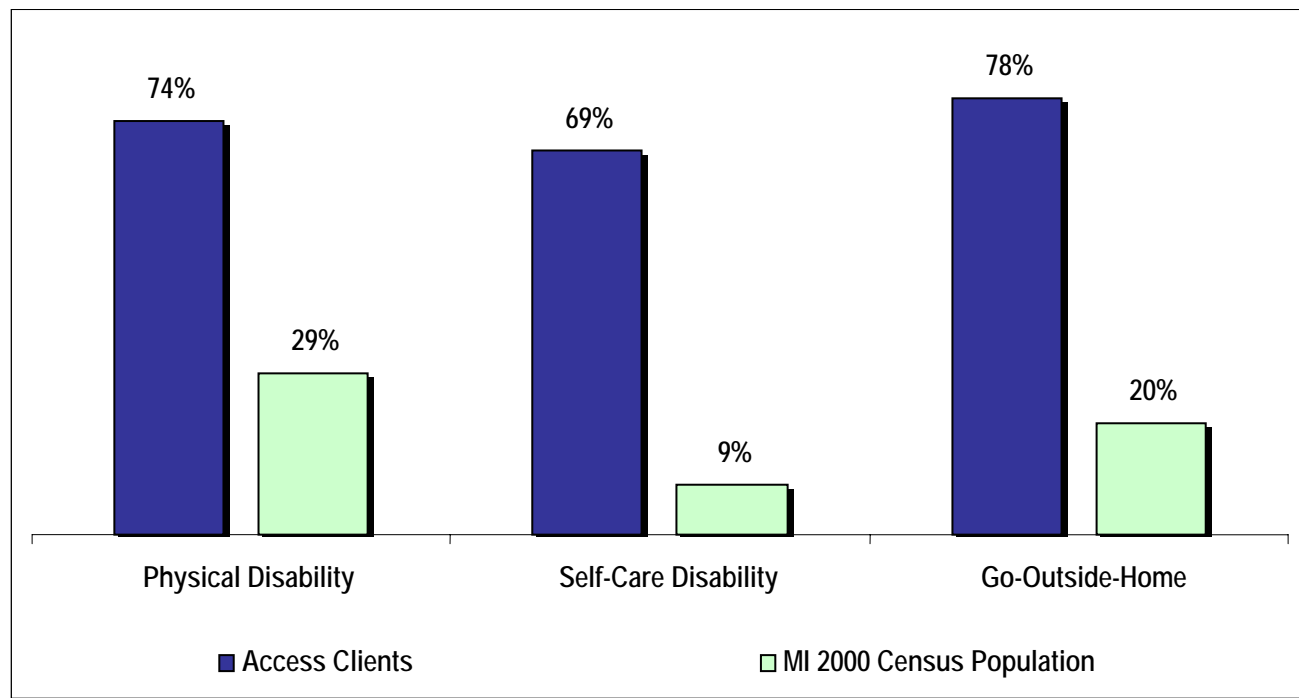
[9] Care management service units are defined as one unit for each month or partial month the client is active in the program.
[10] Clients aged 65 and older.

# FY 2006 In Home Services

## In Home Services

In home services support adults whose functional, physical or mental limitations prevent them from caring for themselves. Informal support (e.g., family) is either unavailable or insufficient. Priority for the provision of in home service is based on social, functional, and economic need.

14,711 unduplicated older adults were served by the chore, homemaker, Home health aide, and personal care programs in 2006. An additional 3,835 clients were served with home injury control and friendly reassurance services. Clients received 777,728 hours of in home care.

## Profile of Registered In Home Service Clients

78% were 75 years of age or older; and 40% were 85 years of age or older
76% were female
65% lived alone
56% resided in rural areas
31% started service 4 or more years ago
30% were low-income
12% were minority by race and/or ethnicity

> *Statewide Count of Individuals on the In Home Services Waiting List: 3,558*
> As of (9/30/2006)

## Characteristics of In Home Service Clients

In home service clients tended to be older than the typical client, and larger percentages were female, lived alone, and resided in rural areas compared to all registered clients. The most frequently reported activity limitations were cleaning, shopping, stair climbing, walking, transportation, cooking, bathing, handling finances, and keeping appointments.

Larger percentages of in home clients were age 75 or older, lived alone and were low-income compared to older adults in Michigan in the 2000 U.S. Census. Similarly, larger percentages of in home clients reported "physical", "self-care", and "go-outside-home" limitations.

## Expenditures

In 2006 more than $11.9 million was spent providing in home services. Table 6 describes expenditures by service and average costs per client and service unit.

Table 6. In Home Service Expenditures and Average Annual Cost Client and Service Unit Costs

| Service Category | Expenditures | Cost / Client | Cost / Unit |
|---|---|---|---|
| Homemaker | $5,514,083 | $690 | $15.10 |
| Personal Care | $5,478,296 | $1,013 | $18.17 |
| Chore | $744,873 | $201 | $16.92 |
| Home Injury Control | $164,003 | $77 | $38.46 |
| Home Health Aide | $21,904 | $167 | $26.52 |
| Friendly Reassurance | $15,317 | $7 | $0.25 |
| **Totals** | **$11,938,476** | **$567** | **$15.35** |

**Chart 6. In Home Service Clients and Registered NAPIS Clients by Selected Characteristics**
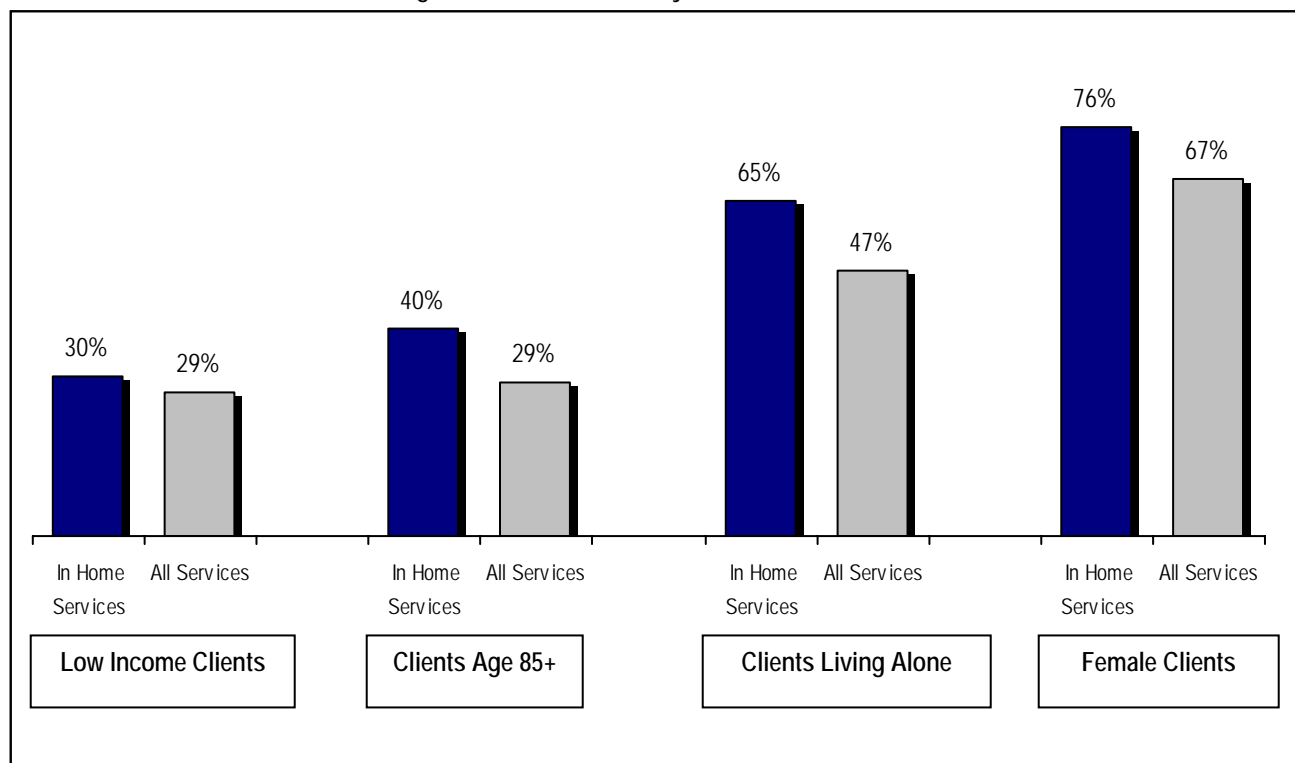


**Table 7. In Home Service Clients by Most Frequently Reported ADL & IADL Limitations**

| Daily Activity Limitations (ADLs & IADLs) | Percentage of In Home Clients w/ Reported ADL or IADL Limitation |
|---|---|
| Cleaning | 67% |
| Shopping | 65% |
| Stair Climbing | 61% |
| Walking | 54% |
| Doing laundry | 53% |
| Cooking Meals | 52% |
| Using Private Transportation | 48% |
| Bathing | 40% |
| Handling Finances | 35% |
| Taking Medications | 26% |
| | |
| Clients w/ 3 or more ADLs and/or IADLs | 75% |

Chart 7. In Home Service Clients and Michigan's 2000 U.S. Census Population by Selected Characteristics[11]
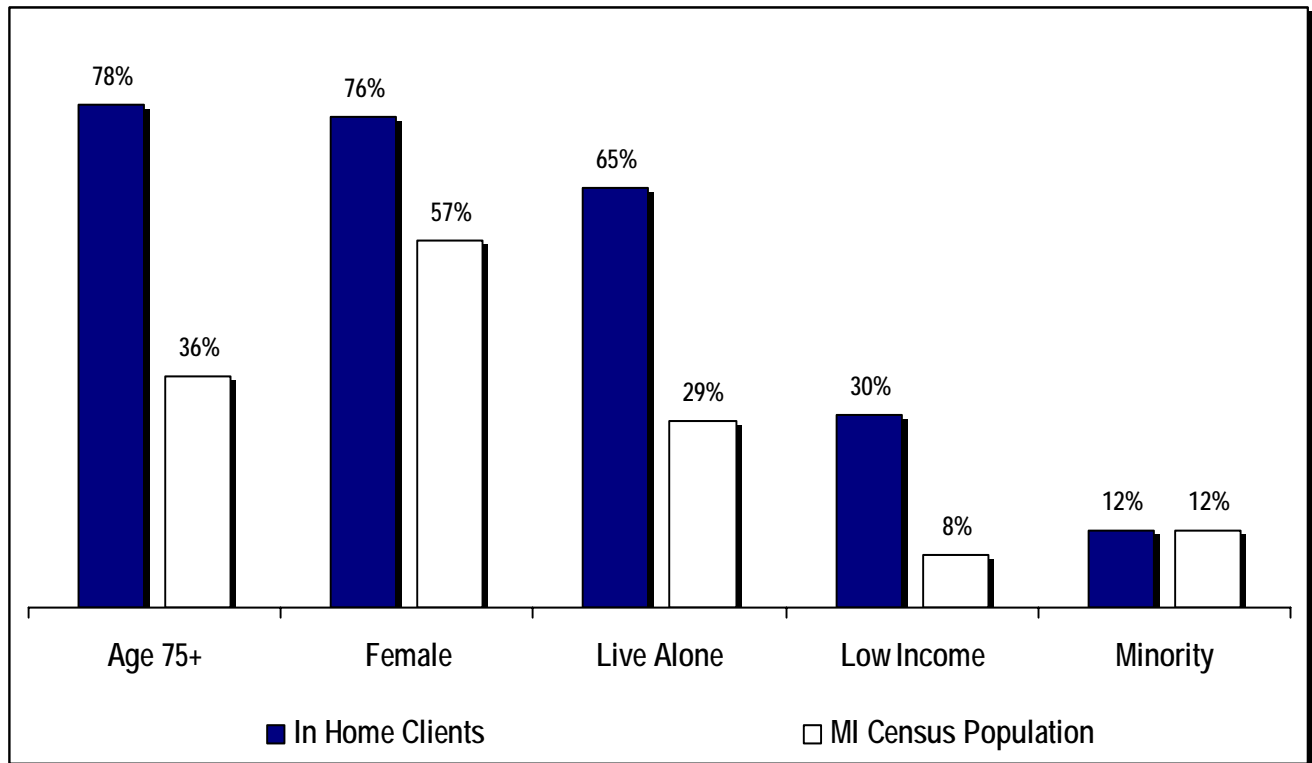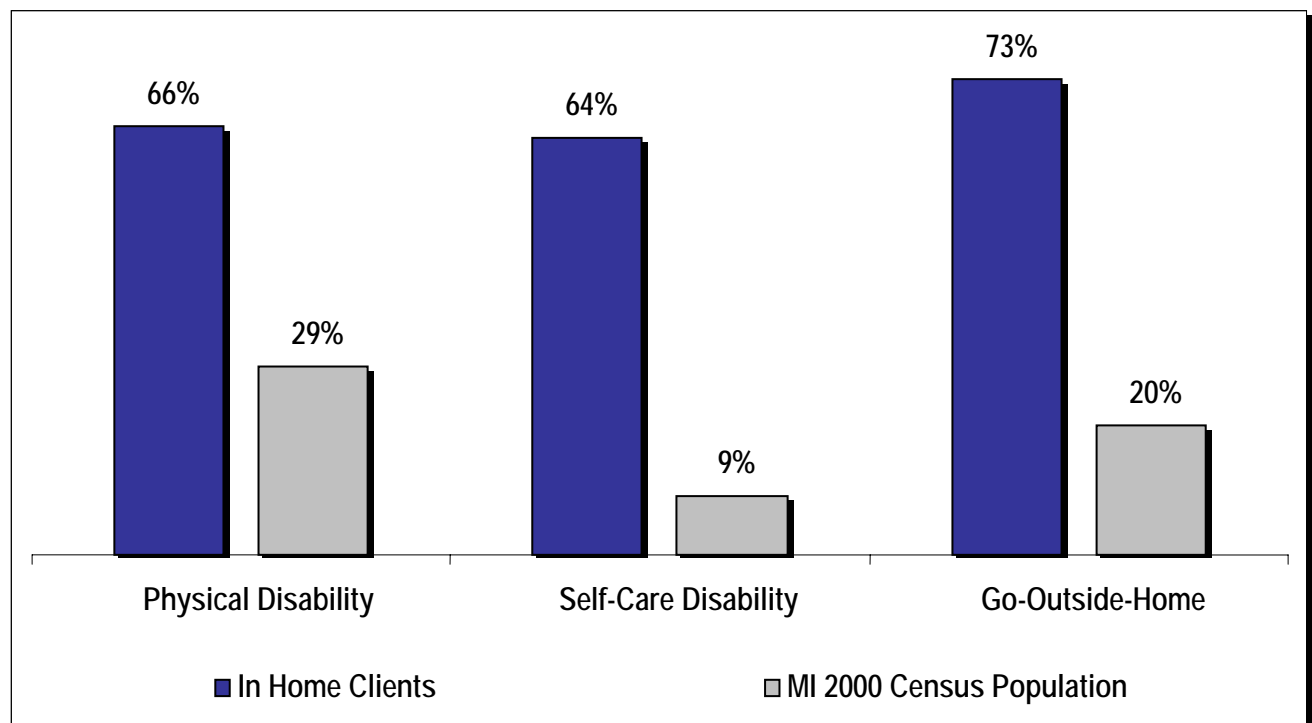


Chart 8. In Home Service Clients and Michigan's 2000 U.S. Census Population (Age 65+) by Daily Activity Limitations[12]



---

[11] Data on age, gender, minority status is for individuals aged 60+. Data on income and living alone is for individuals aged 65+.
[12] Clients aged 65 and older.

# FY 2006 Nutrition Services

## Nutrition Services

Adequate nutrition is critical to health, functioning, and the quality of life. Nutrition services provide nutritious meals in community settings and to homebound older adults. These services combat social isolation and provide nutrition education.

In 2006, 52,700 home delivered meal clients received 8,043,678 meals and 70,270 congregate meal clients received 3,142,454 meals.[13]

Table 8. Profile of Registered Home Delivered Meal and Congregate Meal Clients

| Home Delivered Meal Clients | Congregate Meal Clients |
|---|---|
| 71% were age 75 or older; 35% were 85 or older | 66% were age 75 or older; 22% were 85 or older |
| 67% were female | 66% were female |
| 55% lived alone | 41% lived alone |
| 35% Resided in rural areas | 51% Resided in rural areas |
| 30% were low income | 26% were low income |
| 14% Started service 4 or more years ago | 12% were minority by race and/or ethnicity |
| 17% were minority by race and/or ethnicity | |
| 62% were at high nutritional risk | |
| *Statewide 2006 Home Delivered Meal Waiting List: 987* (As of 9/30/2006) | |

## Characteristics of Home Delivered and Congregate Meal Clients

Compared to all registered clients, home delivered meal clients tended to be older and a larger percentage lived alone. Home delivered meal clients were less likely to reside in rural areas. Nearly two-thirds of all home delivered meal clients were at high nutritional risk. The most frequently reported activity limitations were cooking, shopping, cleaning, transportation, stairs, and walking. Larger percentages of home delivered meal clients were aged 75 or older, female, lived alone, and low income compared to older adults in Michigan's 2000 U.S. Census population.

Congregate meal clients tended to be younger than the typical registered client, and a larger percentage resided in rural areas. Smaller percentages were minority and/or low income.

## Expenditures

In 2006 approximately $50.2 million was spent on nutrition services. Table 9 describes expenditures by program, cost per meal and client, and the average number of meals per client.

Table 9. Nutrition Program Expenditures and Average Costs and Meals

| Service Category | Expenditures | Meals/Client | Cost/Client | Cost/Meal |
|---|---|---|---|---|
| Home Delivered Meals | $34,331,884 | 153 | $651 | $4.27 |
| Congregate Meals | $15,779,607 | 45 | $224 | $5.02 |
| Nutrition Education | $84,885 | NA | $117 | NA |
| **Totals:** | **$50,196,376** | **91** | **$402** | **$4.49** |

---

[13] Home Delivered Meal total does not include 81,603 home delivered meals served to caregivers as a form of respite care under the federal OAA Title III-E National Family Caregiver Support Program.

Chart 9. Nutrition Clients and All Registered Clients by Selected Characteristics
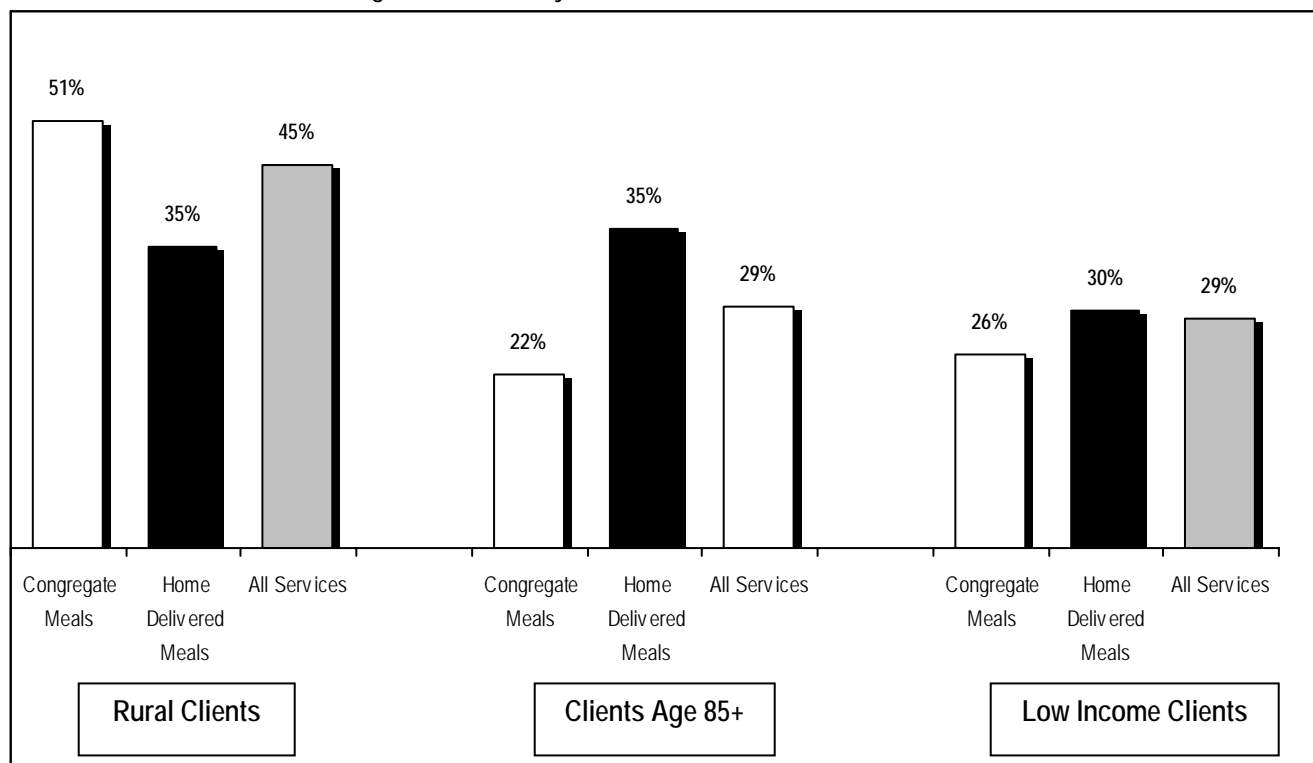


Table 10. Home Delivered Meal Clients by Most Frequently Reported Daily Activity Limitations

| Most Frequently Reported Daily Activity Limitations (ADL & IADLs) | Percent of HDM Clients w/ Reported ADL or IADL Limitation |
|---|---|
| Cooking Meals | 66% |
| Shopping | 63% |
| Doing Laundry | 52% |
| Cleaning | 49% |
| Stair Climbing | 49% |
| Using Private Transportation | 48% |
| Walking | 48% |
| Keeping Appointments | 41% |
| | |
| Clients w/ 3 or more ADLs and/or IADLs | 72% |

Chart 10. Home Delivered Meal Clients and Michigan's 2000 U.S. Census Population by Selected Characteristics[14]
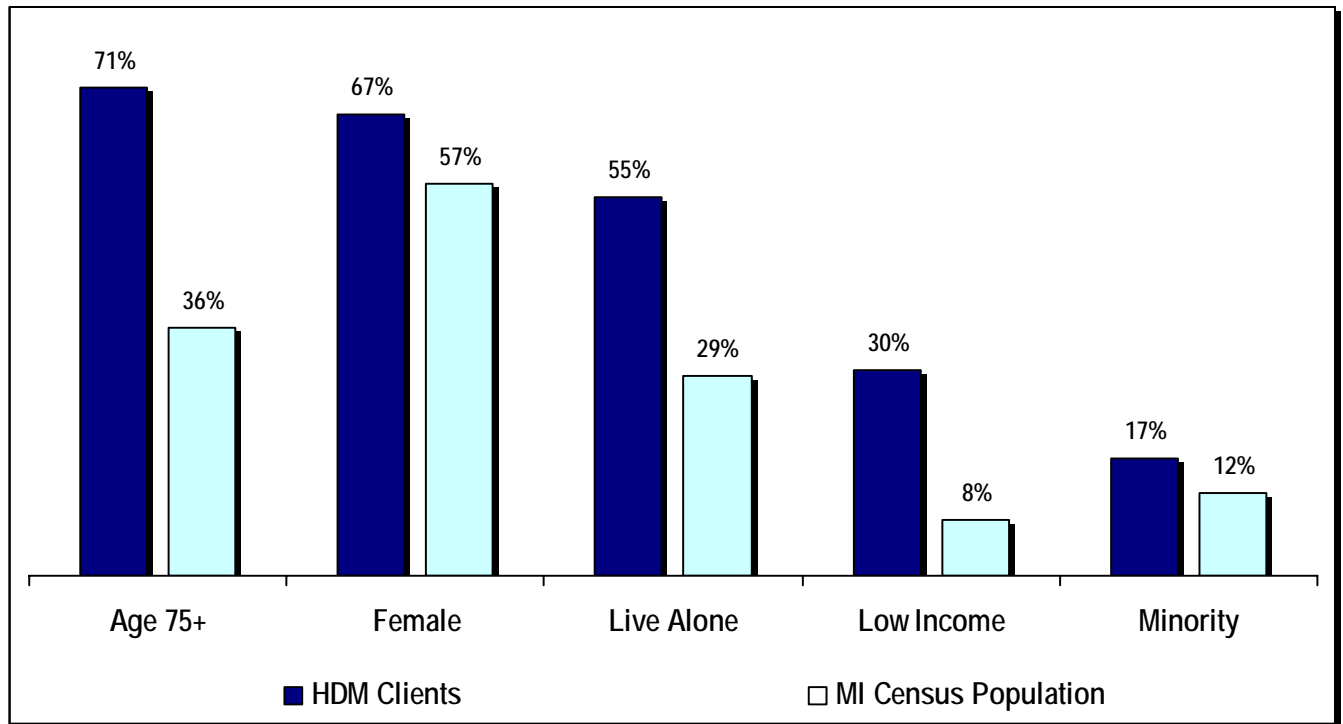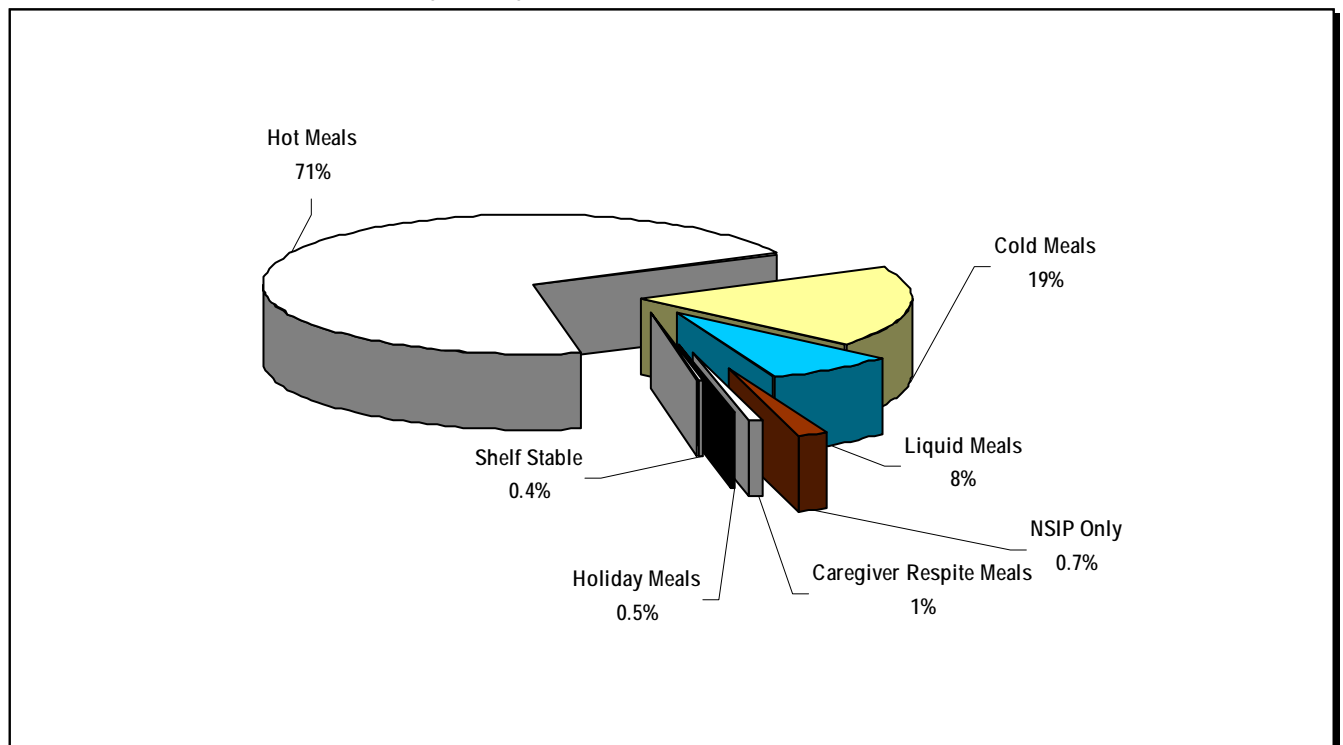


Chart 11. Home Delivered Meals Served by Meal Type



[14] Data on age, gender, minority status is for individuals aged 60+. Data on income and living alone is for individuals aged 65+.

## Profile of Congregate Meal Sites

At the end of 2006 there were 639 congregate meal sites operating across Michigan.  A total of 30 meal sites closed during 2006 and 11 sites opened.  Charts 12 through 15 describe the service patterns, meal types, and location of congregate meal sites.

Chart 12. Congregate Meal Sites by Service Delivery Pattern



Site serves < 3 days/week
14%

Site serves 7 days/week
3%

Site serves 3 days/week
14%

Site serves 4 - 6 days/week
69%

9% of congregate meal sites served meals more than once per day (e.g., breakfast and lunch)
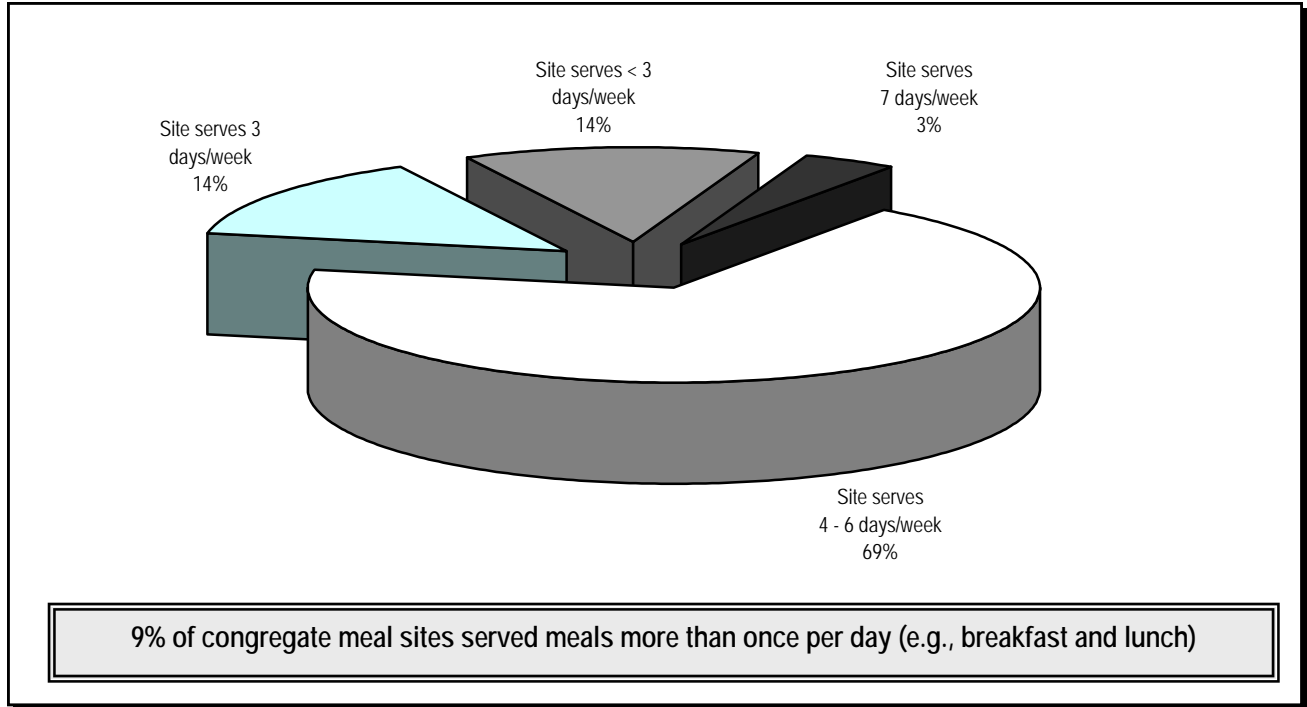
Chart 13. Congregate Meals Served by Meal Type



Congregate Meals
93%

NSIP-Only Meals
6%

Holiday / Shelf Stable Meals
<1%

Restuarant Voucher Meals
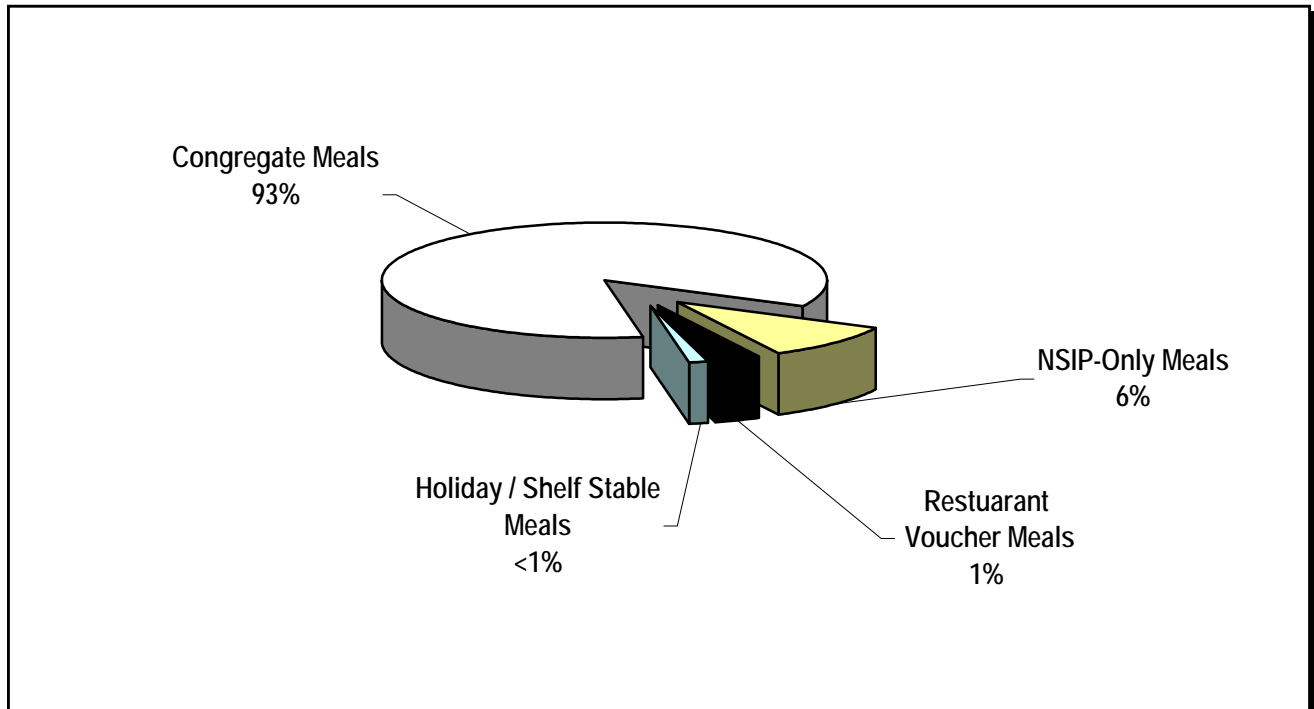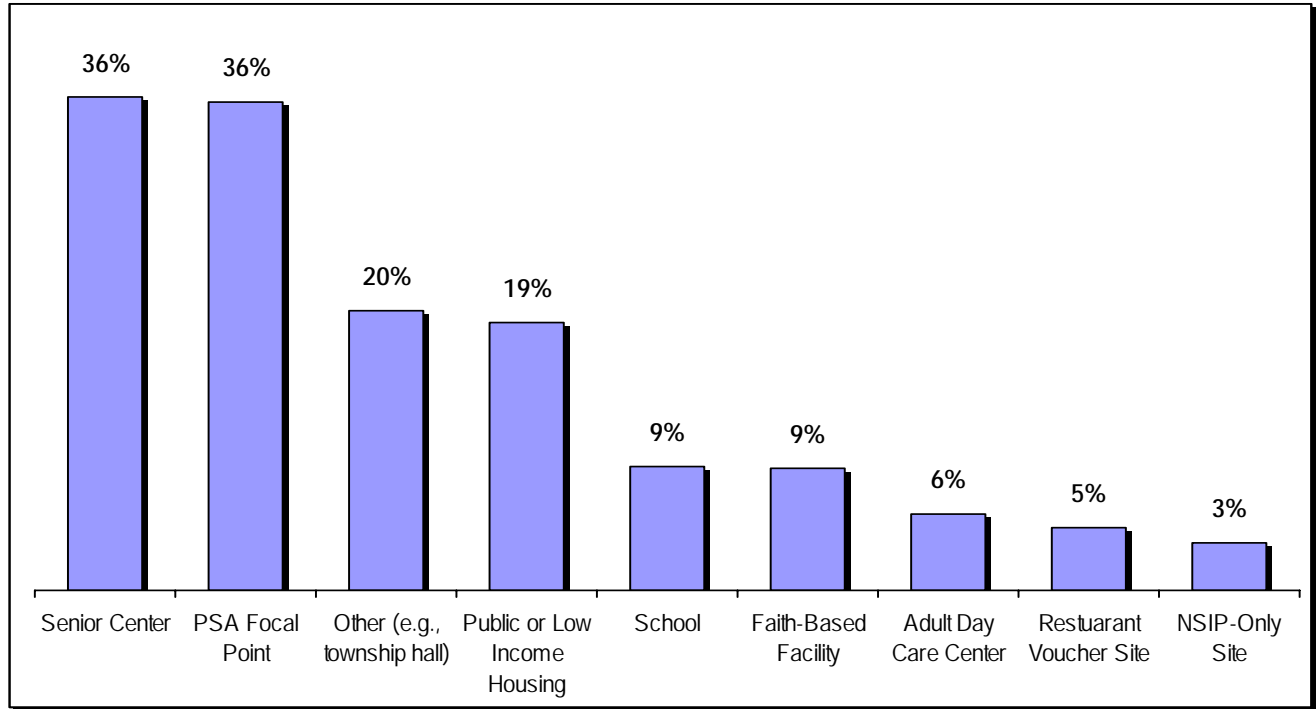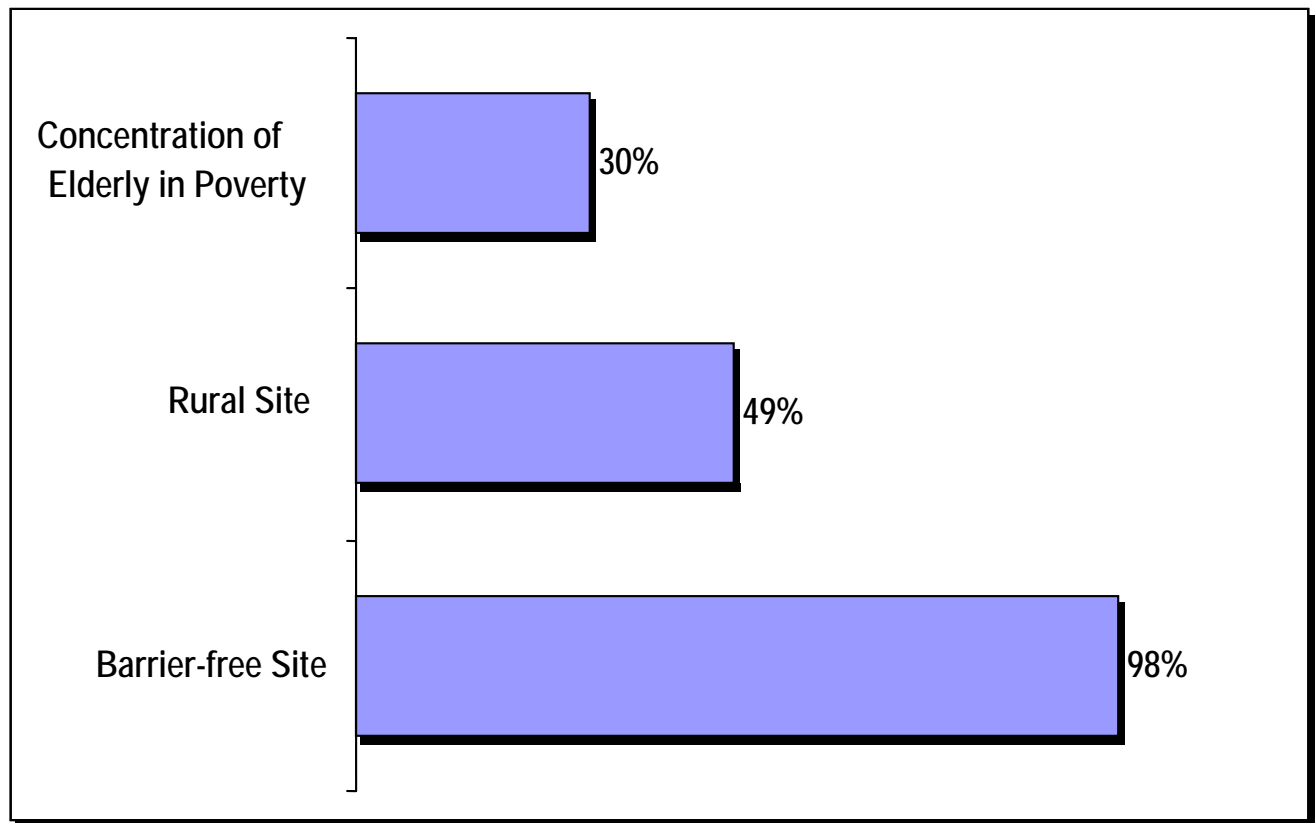1%

Chart 14. Congregate Meal Sites by Facility Characteristics[15]



Chart 15. Congregate Meal Sites by Location Characteristics



---

[15] Totals for Chart 14 are not unduplicated.  A meal site may be both a "senior center" and designated as a Planning & Service Area (PSA) focal point, and would be calculated into the percentages for both senior center and PSA focal point.

# FY 2006 Community Services

## Community Services

The Michigan aging network offers a wide variety of services designed to assist older adults in their local communities. Community services include assistance to the hearing impaired, counseling, disease prevention, elder abuse prevention, health screening, home repair, legal assistance, medication management, personal emergency response, senior center staffing, and vision services.

## Profile of Community Service Clients[16]

16% reside in rural areas
22% are low-income
23% were minority by race and/or ethnicity

## Characteristics of Community Service Clients

A larger percentage of community service clients identified themselves as minority by race and/or ethnicity group as compared to registered clients. Smaller percentages of community service clients were low-income and rural.

## Expenditures

In 2006 nearly $6.7 million was spent providing community services. Table 11 describes expenditures and average costs for selected services.[17]

Table 11. 2006 Community Service Expenditures and Average Annual Cost per Client and Service Unit

| Service Category | Expenditures | Cost / Client | Cost / Unit |
|---|---|---|---|
| Senior Center Staffing | $1,687,132 | NA | $21.85 |
| Legal Assistance | $972,713 | $80.84 | $21.59 |
| Disease Prevention | $301,562 | $20.69 | $8.83 |
| Medication Management | $235,627 | NA | $44.86 |
| Elder Abuse Prevention | $196,284 | $36.06 | $28.46 |
| Vision Services | $173,235 | $185.08 | $61.41 |
| Health Screening | $164,650 | $83.28 | NA |
| Counseling | $137,968 | $79.89 | $16.72 |
| Assistance to Hearing Impaired | $84,935 | $36.59 | $19.63 |
| Personal Emergency Response | $70,646 | $63.65 | $56.65 |
| Home Repair | $63,286 | $187.24 | $10.44 |
| Physical Fitness | $58,352 | NA | NA |

---

[16] Community service activities are reported in the aggregate and client counts may include duplication.
[17] Long term Care Ombudsman Services are no longer included in the NAPIS Report. Ombudsman service activities and expenditures are reported in the National Ombudsman Reporting System (NORS).

# FY 2006 Caregiver Services

## Caregiver Services

Informal caregivers provide daily or episodic support, and assist with services such as bathing, banking, shopping, food preparation, and medical care. Caregiving has the potential to impact the health, work, family, personal relationships, and finances of the caregiver. Caregivers may live with the person they are caring for or may visit the person regularly.

In 2006 a total of 8,366 caregivers were supported with 826,640 hours/units of adult day, respite, meals, counseling, and supplemental care. An additional 10,750 non-registered caregivers received 32,494 hours/units of outreach, information and referral, and transportation services.

## Profile of Registered Caregivers

72% were female
50% were younger than 65 years of age
41% resided in rural areas
37% of caregivers were daughters or daughters-in-law; 30% of caregivers were spouses
24% were low-income
20% were minority by race and/or ethnicity

Table 12. Profile of Caregiving

| Profile of Caregiving |
|---|
| 75%  provide daily, hands-on care |
| 68%  have been caregiving for more than one year; 42% for 3 or more years |
| 58%  live with the individual(s) that they care for; 33% travel up to one hour to provide care |
| 45%  were caring for an individual with 2 or more daily activity limitations[18] |
| 33%  were caring for an individual with a cognitive impairment[15] |
| 37%  were employed full or part-time |
| 30%  describe their health as "fair" or "poor" |
| 6%  were caregiving for grandchildren |

## Expenditures

In 2006 the aging network spent nearly $13.2 million to support caregivers.[19] Table 13 describes costs and services levels for caregiver services.

Table 13. Caregiver Service Expenditures and Average Cost per Client and Service Unit[20]

| Service Category | Expenditures | Cost / Client | Cost / Unit |
|---|---|---|---|
| Respite & Adult Day Care | $10,549,174 | $2,048 | $13.06 |
| Counseling Services | $1,065,783 | $334 | $58.46 |
| Supplemental Services | $178,477 | $613 | $208.75 |
| Non-Registered Services | $1,374,805 | $66 | $42.31 |
| Totals | $13,168,239 | $446 | $15.33 |

---

[18] Self-reported by the caregiver.
[19] Average costs per caregiver and service units are for registered caregiver clients and services.

# Characteristics of Caregivers by Age

The characteristics of caregivers differ when broken out by the age of the caregiver. Caregivers under age 60 were more likely to travel to provide care, to be employed, and to indicate that others were willing to help provide care. Older caregivers were more likely to be a spouse, to be female, and to report fair or poor health. Charts 16 and 17 describe characteristics for caregivers aged 60 and older and those under age 60.

Chart 16. Registered Caregivers by Age Group
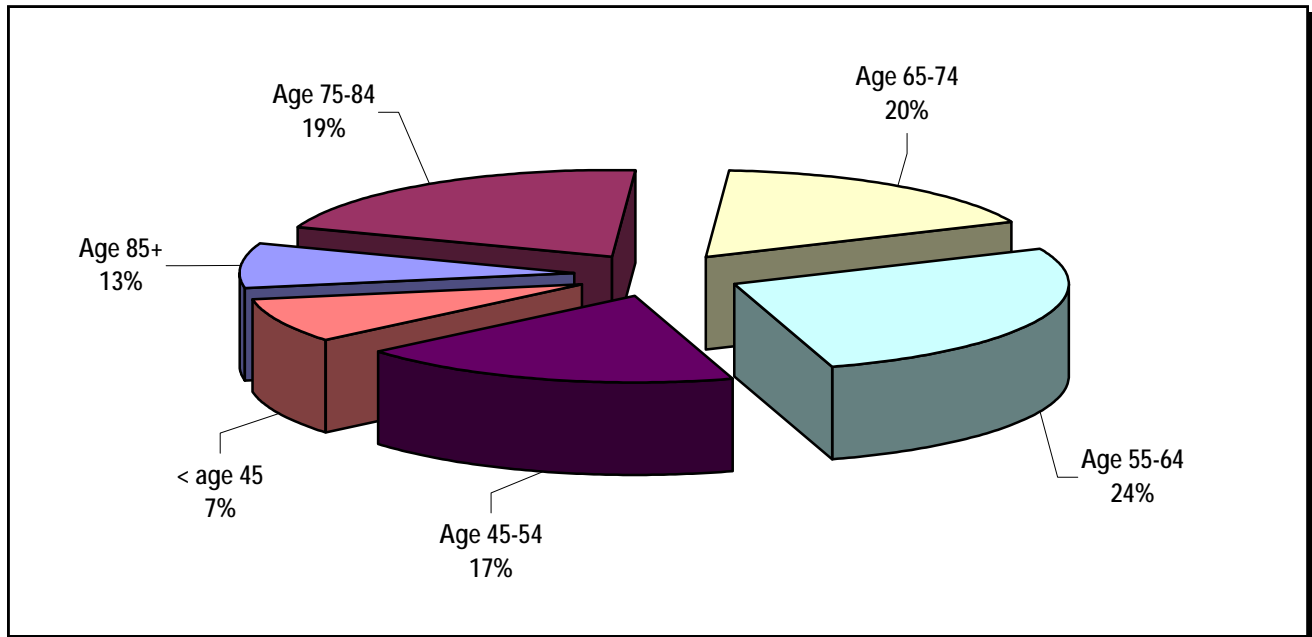


Chart 17. Registered Caregivers by Age and Selected Characteristics
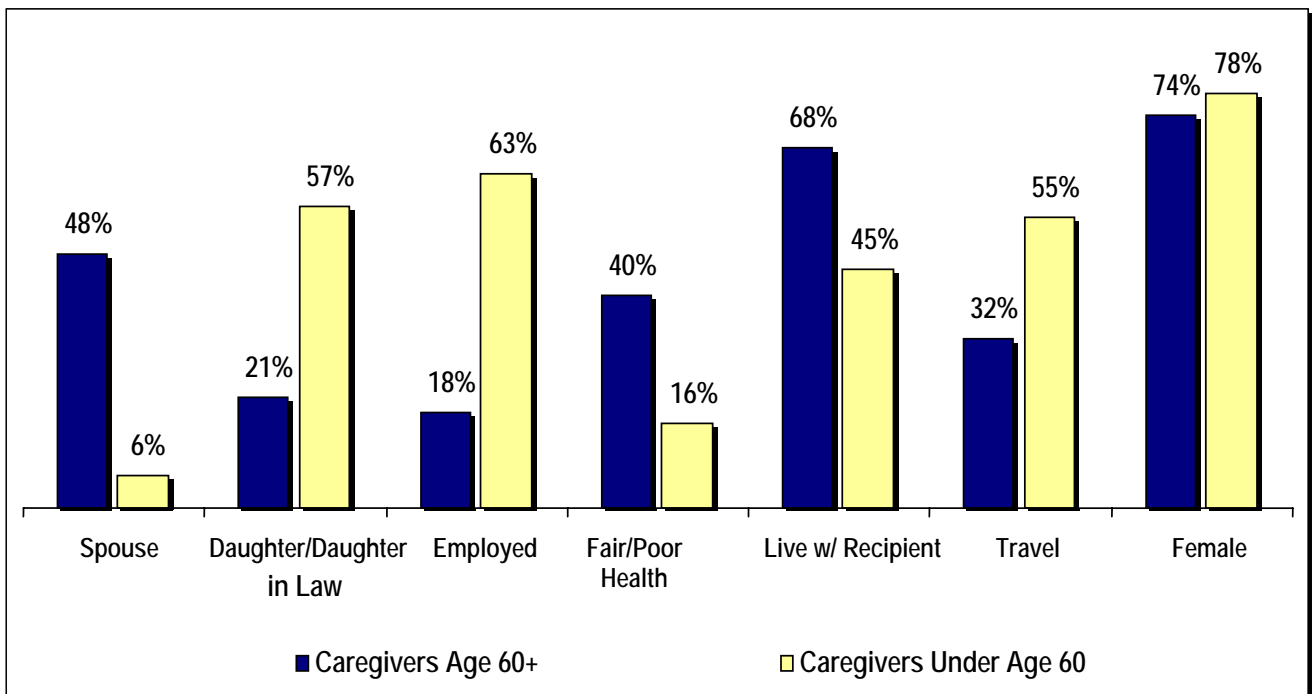
## Characteristics of Caregivers by How Long They Have Been Providing Care

The characteristics of caregivers differ depending how long the caregiver has been providing care. Caregivers that have been providing care for more than one year were more likely to provide daily care and to indicate fair or poor health. Those that have not been caregiving as long were more likely to travel to provide care and to be employed. Charts 18 and 19 describe characteristics for caregivers based on how long they have been providing care.

Chart 18. Registered Caregivers by Length of Time Providing Care
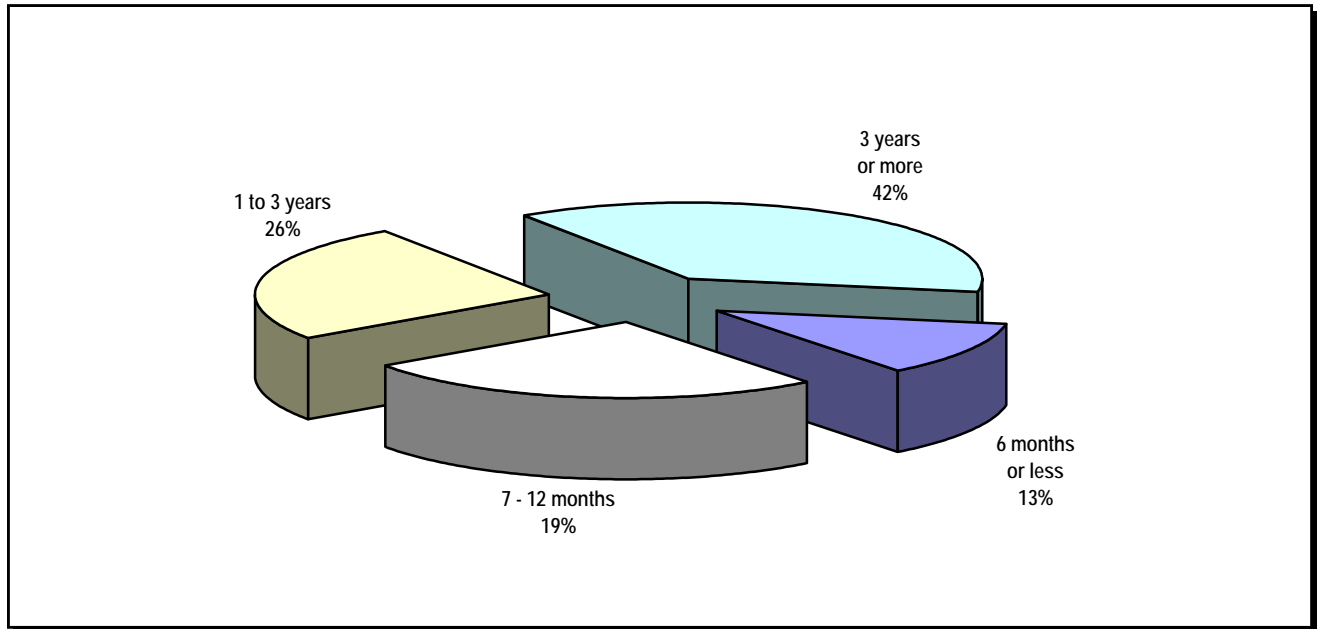


Chart 19. 2006 Registered Caregiver Characteristics by Length of Time Providing Care
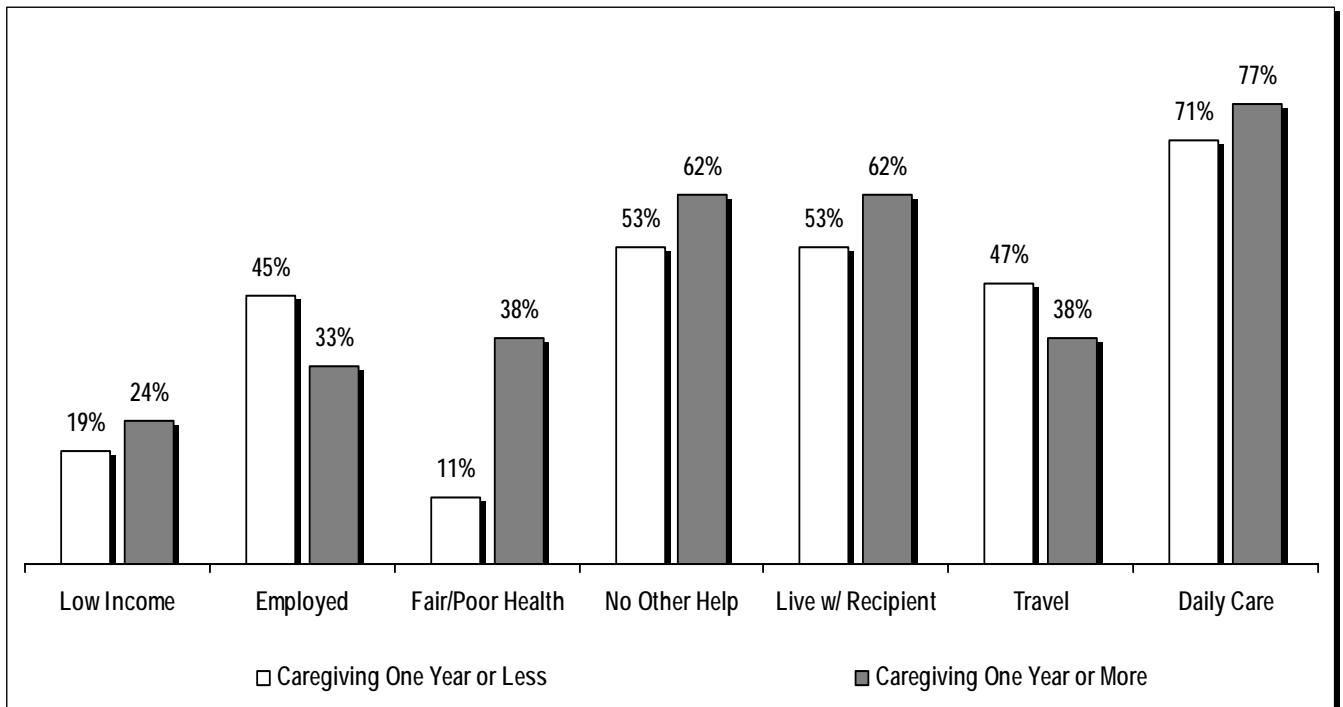
## Characteristics of Caregivers by How Far They Travel to Provide Care

The characteristics of caregivers differ depending if the caregiver lives with the care recipient or travels to provide care. Those that live with the care recipient were more likely to provide daily care and to indicate fair or poor health. Those that travel were younger and a larger percentage were employed. Charts 20 and 21 describe characteristics for caregivers based on the need to travel to provide care.

Chart 20. Registered Caregivers by Travel Time to Provide Care



Caregiver Lives with Care Reicpient
58%

Caregiver Travels up to 1 hour
33%

Caregiver Travels 1 hour or more
9%
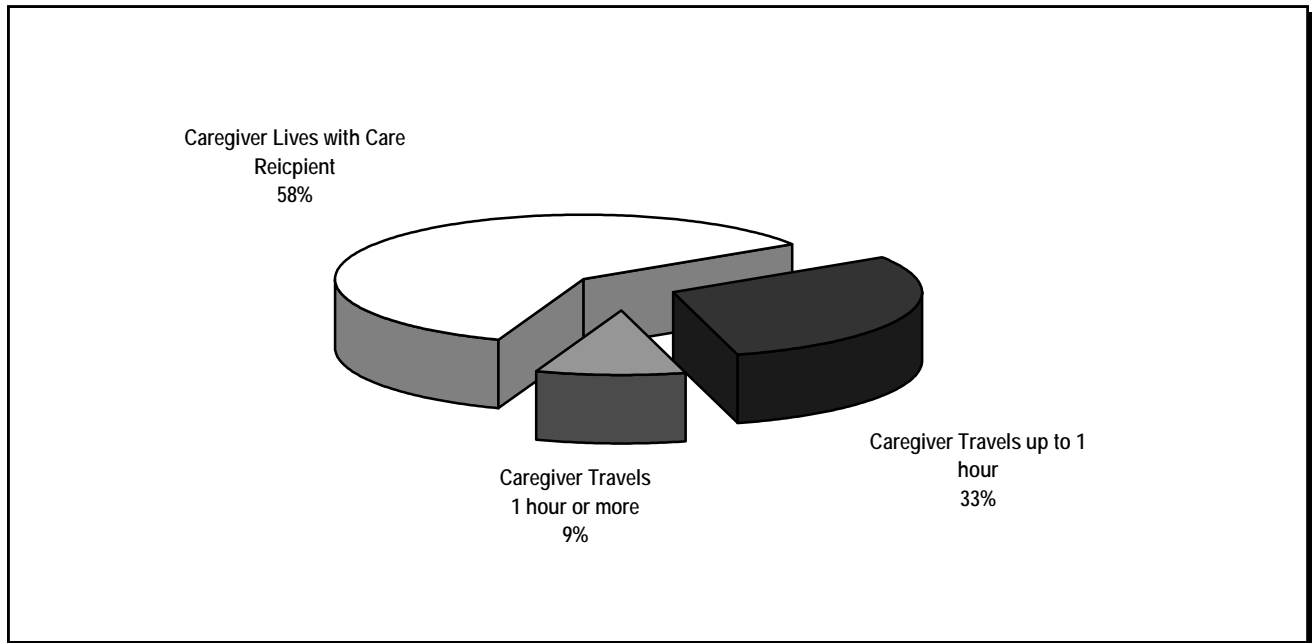
Chart 21. Registered Caregiver Characteristics by Travel Time to Provide Care



□ Caregiver Lives w/ Care Recipient    ■ Caregiver Travels 1+ Hours
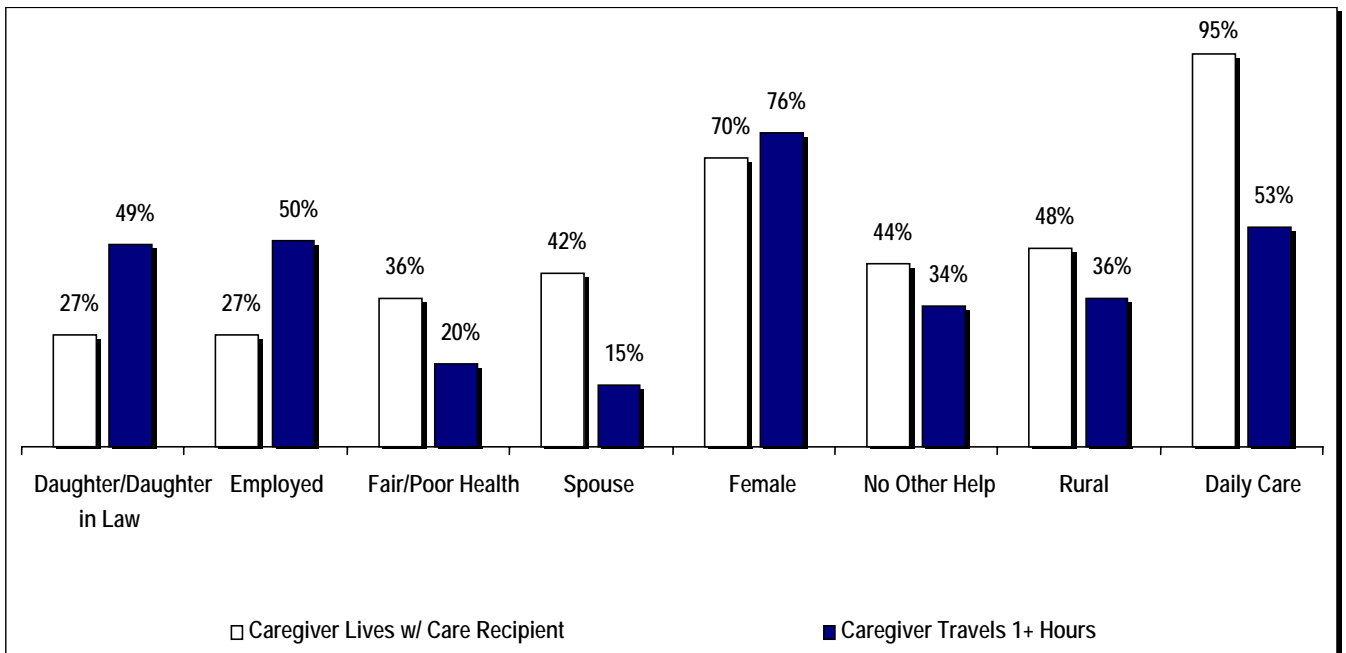
# Services to *At-Risk* In Home Clients in 2006[21]

At-risk clients are a subset of the in home service population that is comprised of individuals that have specific daily activity limitations that are consistent with a nursing home level of care.

In 2006, 4,827 unduplicated at-risk older adults received care management, case coordination & support, chore, home delivered meals, home health aide, homemaker, and personal care services. At-risk clients received 135,337 hours/units of home care and 663,580 meals.

**Profile of At-Risk Clients**

73% were 75 years of age or older; and 35% were 85 years of age or older
70% were female
49% lived alone
45% resided in rural areas
45% were low-income
33% were minority by race
69% were at high nutritional risk
20% have been receiving services for four or more years

Chart 22. At-Risk Clients by Selected Characteristics
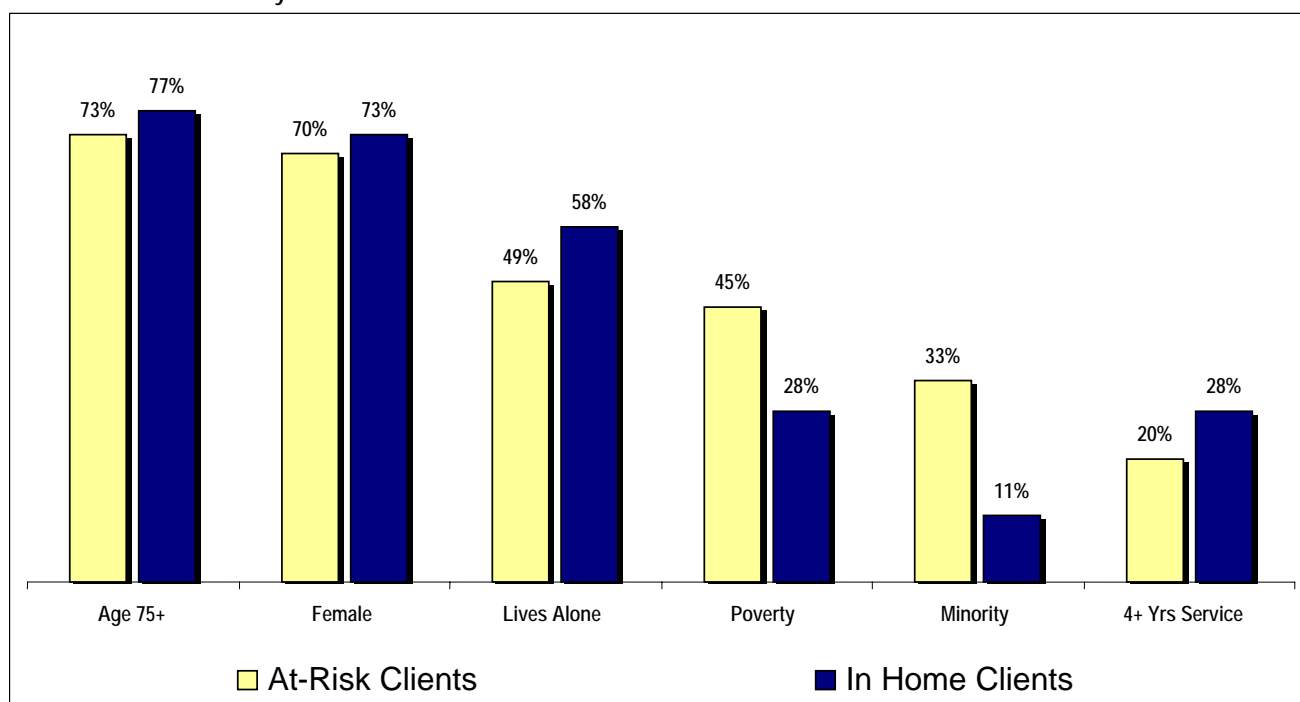


**Difficulties with Other Common Daily Activities** (in addition to "at-risk" limitations)

More than 90% of at-risk clients also required assistance to walk, bathe, shop, cook, clean, and/or using private transportation.

---

[21] "At-Risk" is defined for this analysis as in home clients that require assistance with daily toileting, transferring, and mobility.  These ADLs were selected for this analysis based on those identified as *Scoring Door 1* for the Michigan Medicaid Nursing Facility Level of Care Determination in MSA 04-15.

**Services Provided to At-Risk Clients**

Data on service levels to at-risk clients indicate that these clients receive services in greater proportion than they represent in the total in home service population.  This suggests that client need and frailty are important factors in the delivery of services.  This supports the goal of targeting services to those *most* in need within the overall aging network mission of serving as many older adults as possible.  Table 14 describes the percentage of at-risk as a subset of the overall in home service population.  Table 15 describes service levels to at-risk clients compared to service levels for the total in home service population.

Table 14. At-Risk Clients Served

| Total Homebound Clients | At-Risk Clients | At-Risk % of Total Homebound Clients |
|---|---|---|
| 65,612 | 4,827 | 7% |

Table 15.  Services to At-Risk Clients

| Service Category | Service Units All In Home Clients | Service Units At-Risk Clients | At Risk Service Units % of Total |
|---|---|---|---|
| Personal Care | 302,229 | 71,526 | 24% |
| Homemaker | 366,138 | 51,399 | 14% |
| Care Management[22] | 27,714 | 6,719 | 24% |
| Chore | 44,019 | 3,173 | 7% |
| Home Delivered Meals[23] | 8,043,678 | 663,580 | 8% |
| Home Health Aide | 826 | 260 | 32% |
| Case Coordination & Support | 45,521 | 2,260 | 5% |
| Totals | 8,830,125 | 798,917 | 9% |

**Expenditures for At-Risk Clients**

In 2006 the aging network spent approximately $7.1 million providing home care and meals to at-risk older adults.  This equates to an annual average expenditure of $1,465 per client.

Table 16. Expenditures and Service Levels to At-Risk Clients

| Service | Expenditures | At-Risk Clients | Units |
|---|---|---|---|
| Care Management | $2,026,921 | 928 | 6,719 |
| Case Coordination & Support | $75,122 | 452 | 2,260 |
| Chore | $53,687 | 209 | 3,173 |
| Home Delivered Meals | $2,833,487 | 3,540 | 663,580 |
| Home Health Aide | $6,895 | 47 | 260 |
| Homemaker | $776,125 | 766 | 51,399 |
| Personal Care | $1,299,627 | 934 | 71,526 |
| Totals | $7,071,864 | 4,827 | 798,917 |

---

[22] Care management units of service are defined as the number of months active in the program.
[23] Home Delivered Meal total does not include home delivered meals served to caregivers as a form of respite care under the federal OAA Title III-E National Family Caregiver Support Program.

# Service Targeting in 2006

The Older Americans Act of 1965, as amended, specifies targeting to those in greatest social and economic need, with particular attention to low-income minority elderly, Native Americans, persons with Alzheimer's disease and related disorders, and rural elders. Table 17 below describes 2006 NAPIS service levels for registered clients and members of selected target populations.

Table 17. Service Data for Selected Target Populations

| OLDER ADULTS SERVED IN GREATEST SOCIAL & GREATEST ECONOMIC NEED | | | |
|---|---|---|---|
| | **Michigan Population[24]** | **% of Michigan 60+ Population** | **60+ Total Served in NAPIS 2006** | **% of Total NAPIS Service Population[25]** |
| Total Population 60+ | 1,596,162 | | 144,841 | |
| Non-minority | 1,400,703 | 88% | 108,216 | 86% |
| African American | 160,741 | 10% | 14,621 | 12% |
| Hispanic | 18,653 | 1.2% | 1,618 | 1.3% |
| Asian/Pacific Islander | 12,298 | 0.8% | 1,025 | 0.8% |
| American Indian/Alaskan | 4,658 | 0.3% | 703 | 0.6% |
| Low-income (Age 65+) | 96,116 | 8% | 29,350 | 29% |
| Rural | 427,733 | 27% | 64,319 | 46% |

---

[24] Source: 2000 U.S. Census

[25] Totals for clients in registered services. Percentages are based on counts of clients with known race/ethnicity, poverty status, and rural status. Totals do not include non-registered clients due to duplication in the aggregate reporting of non-registered services.

# OSA and the National Aging Network (2004)[26]

OSA, AAAs, service providers, caregivers, and volunteers in Michigan are part of a national network of federal, state, local agencies, tribal and native organizations, and individuals across the country that support services to older adults. In 2004 the national aging network planned, coordinated and delivered services to nearly 8.7 million individuals. OSA is a sister agency to 56 state units on aging (SUAs). Tables 18 through 20 and Charts 23 and 24 provide a snapshot of service, expenditure patterns, and staffing for Michigan and several other states with comparable numbers of adults age 60 and older.[27]

Table 18. NAPIS Client Counts and Profiles for Selected States (2004)

| State | Age 60+ Population | % Age 60+ | Registered Clients | % Clients vs. Population | % Minority | % Rural | % Low Income |
|---|---|---|---|---|---|---|---|
| Ohio | 2,032,527 | 18% | 129,026 | 7% | 14% | 36% | 31% |
| **Michigan** | **1,687,520** | **17%** | **131,973** | **8%** | **15%** | **41%** | **22%** |
| Illinois | 2,045,371 | 16% | 198,805 | 10% | 29% | 15% | 24% |
| New Jersey | 1,509,894 | 17% | 82,114 | 6% | 19% | 0% | 20% |

Table 19. SUA Service Expenditures for Selected States (2004)

| State | Total Service Expenditures | OAA Title III Expenditures | % OAA Title III of Total Service Expenditures |
|---|---|---|---|
| Ohio | $109,046,879 | $33,086,810 | 29% |
| **Michigan** | **$96,506,226**[28] | **$29,355,013** | **30%** |
| Illinois | $78,021,555 | $30,0172,115 | 38% |
| New Jersey | $61,626,970 | $25,169,970 | 42% |

Table 20. Service Snapshot: SUAs by Selected Registered Service Category (2004)[29]

| Service Category | Michigan | Ohio | Illinois | New Jersey |
|---|---|---|---|---|
| Home Delivered Meals | **8,173,355** | 6,131,631 | 7,098,930 | 3,711,364 |
| Congregate Meals | **3,321,110** | 2,749,559 | 3,319,686 | 2,050,417 |
| Adult Day/Respite Care | **436,348** | 575,656 | 240 | 31,068 |
| Homemaker | **436,348** | 215,247 | 2,643 | 57,094 |
| Personal Care | **430,474** | 264,776 | 0 | 3,400 |
| Transportation | **128,177** | 1,284,343 | 798,963 | 67,027 |
| Information & Assistance | **104,144** | 2,590 | 616,523 | 303,728 |
| Chore | **53,839** | 35,059 | 75,450 | 33,252 |
| Outreach | **80,434** | 19,529 | 22,889 | 34,816 |
| Legal Assistance | **39,962** | 22,602 | 34,215 | 20,880 |
| *Count of Local Service Providers* | *1,102* | *593* | *255* | *258* |
| *% Minority-owned Service Providers* | *10%* | *10%* | *8%* | *12%* |

---

[26] 2004 is the most recent national and state NAPIS SPR data are available from the federal Administration on Aging.

[27] Administration on Aging data for FY 2004 (www.aoa.gov/prof/agingnet/NAPIS/SPR/2003SPR/tables/Table1.pdf).
States included in this analysis have age 60+ populations between 3.2% and 4.3% of the total US population in the 2000 US Census.
[28]Total expenditures do not include Nutrition Services Incentive Program (NSIP) expenditures.
[29] Service units based on AoA-defined NAPIS registered services as reported in FY 2004 NAPIS SPR state tables.

Chart 23. Full-Time Equivalent Staffing for Selected State Units on Aging (2004)



| | Total SUA Staff | SUA Staff w/ OAA Funds |
|---|---|---|
| Michigan | 36 | 27 |
| Ohio | 98 | 14 |
| Illinois | 152 | 32 |
| New Jersey | 250 | 28 |
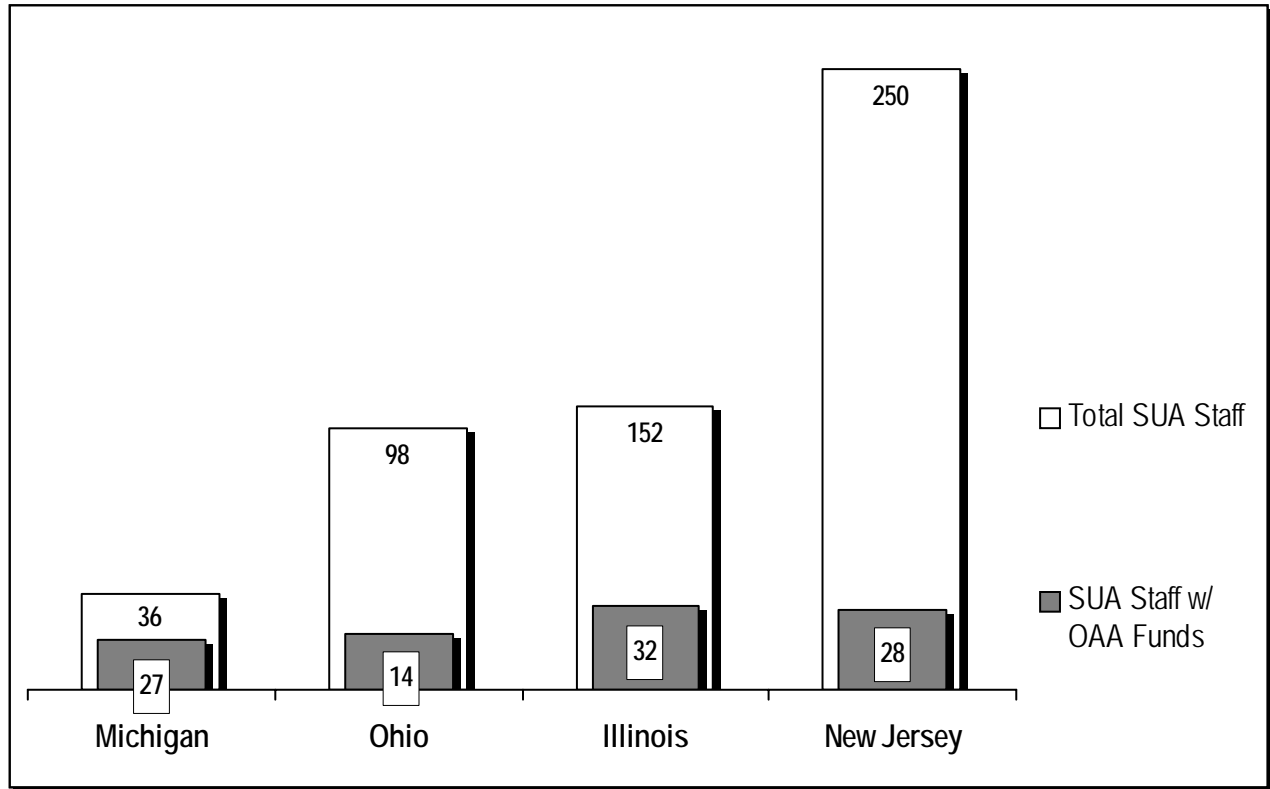
Chart 24. Area Agency on Aging Full Time Equivalent Staffing for Selected States (2004)



| | Total AAA Staff | AAA Staff w/ OAA Funds |
|---|---|---|
| Ohio | 1,373 | 209 |
| New Jersey | 1,299 | 361 |
| Illinois | 1,089 | 448 |
| Michigan | 776 | 251 |
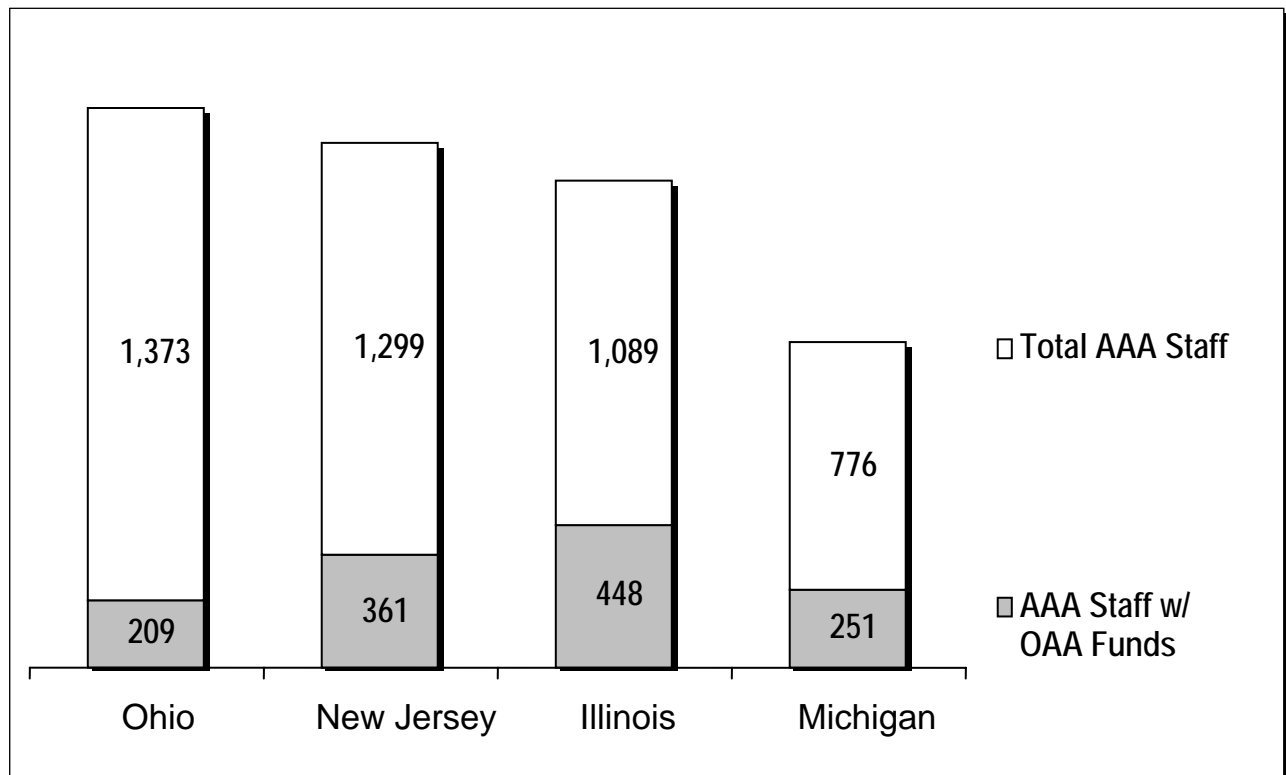
# Data Sources & Considerations

## Data Sources:

### National Aging Program Information System

Michigan is required by the federal Administration on Aging (AoA) to submit an annual state-level report of activities carried out under Title III and Title VII of the OAA.  This information is submitted in the National Aging Program Information System State Program Report (NAPIS SPR).

Federal NAPIS SPR requirements group services into "clusters" and into "registered" and  "non-registered" services.  NAPIS data collection requirements vary according to service cluster and registration requirements.  Client registration is required for cluster I, II, and IV services.  Clusters III and V services are non-registered.  Registration data collected on cluster I, II, and IV clients includes demographic and service enrollment information.  Cluster I client data also includes information on Impairments in Activities of Daily Living (ADLs) and Impairments in Instrumental Activities of Daily Living (IADLs).  Cluster I and IV service unit data are client-specific.  Cluster II service unit information is reported in the aggregate.  Cluster III and V client data and service unit information is reported in the aggregate.    A breakout of NAPIS service cluster and a description of registered versus non-registered services is shown in Appendix I.

## Data Considerations:

### Scope of Report

This analysis summarizes the reporting of client and service-related information from source data for Michigan's NAPIS State Program Report (SPR) for FY 2006.  Data presented in this report is aggregated differently and service information is broken out more precisely than the more general requirements of the NAPIS SPR.  Slight modifications have been made to the source data since the 2006 NAPIS SPR was generated and submitted to AoA in January 2007.

Most client and service data for federal OAA and state-funded aging programs are collected in OSA's NAPIS 2.0 software and reported in the NAPIS SPR.  This is because a mix of federal, state and local resources fund most aging programs and services in Michigan.  Federal requirements indicate that NAPIS is designed to provide information on all clients, service units and expenditures for services that are funded *in whole or in part* by OAA funding. Information on clients, providers, and units related to a service is reported as a "whole" in the SPR, even if the OAA funding is one of several funding sources used to support the service. This is based on an assumption that all service units and clients are attributable to the presence of OAA funding.

### Reporting Period

The reporting period for this analysis was October 1, 2005 through September 30, 2006 (Fiscal Year 2006).

### Impairments in Activities of Daily Living (ADLs)

The AoA definition of ADL impairment used for OAA reporting purposes is: "the inability to perform one or more of the following six activities of daily living without personal assistance, stand-by assistance, supervision or cues: eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking. "

<u>Impairments in Instrumental Activities of Daily Living</u> (IADLs)

The AoA definition for IADL impairments used for OAA reporting purposes is: the inability to perform one or more of the following eight instrumental activities of daily living without personal assistance, or stand-by assistance, supervision or cues: preparing meals, shopping for personal items, medication management, managing money, using telephone, doing heavy housework, doing light housework, and transportation ability.

<u>Service Unit & Reporting Definitions</u>

OSA service standards and Federal NAPIS SPR definitions vary in the way in which service information is aggregated, reported, and defined.  Appendix II provides a list of NAPIS-reportable services and instructions and definitions for OSA service standard compliance and NAPIS SPR reporting.

APPENDIX I

| NAPIS Service Cluster | NAPIS Service Name (1) | Client Type for Service Enrollment | Client Registration Required (2) | Units Reporting Requirement (3) & (4) |
|---|---|---|---|---|
| I | Care Management | Care Recipient | Yes | Client-Level |
| I | Case Coordination & Support | Care Recipient | Yes | Client-Level |
| I | Chore Services | Care Recipient | Yes | Client-Level |
| I | Home Delivered Meals | Care Recipient | Yes | Client-Level |
| I | Home Health Aide | Care Recipient | Yes | Client-Level |
| I | Home Support | Care Recipient | Yes | Client-Level |
| I | Homemaker | Care Recipient | Yes | Client-Level |
| I | Personal Care | Care Recipient | Yes | Client-Level |
| II | Assist Transportation/Escort Service | Care Recipient | Yes | Aggregate |
| II | Congregate Meals | Care Recipient | Yes | Aggregate |
| II | Nutrition Counseling | Care Recipient | Yes | Aggregate |
| III | Counseling | Care Recipient | No | Aggregate |
| III | Disaster Advocacy & Outreach | Care Recipient | No | Aggregate |
| III | Disease Prevention/Health Promotion | Care Recipient | No | Aggregate |
| III | Elder Abuse Prevention | Care Recipient | No | Aggregate |
| III | Financial Management | Care Recipient | No | Aggregate |
| III | Friendly Reassurance | Care Recipient | No | Aggregate |
| III | Health Screening | Care Recipient | No | Aggregate |
| III | Hearing Services | Care Recipient | No | Aggregate |
| III | Home Injury Control | Care Recipient | No | Aggregate |
| III | Home Repair | Care Recipient | No | Aggregate |
| III | Information & Referral | Care Recipient | No | Aggregate |
| III | Legal Assistance | Care Recipient | No | Aggregate |
| III | Medication Management | Care Recipient | No | Aggregate |
| III | Nutrition Education | Care Recipient | No | Aggregate |
| III | Ombudsman | Care Recipient | No | Aggregate |
| III | Other | Care Recipient | No | Aggregate |
| III | Outreach | Care Recipient | No | Aggregate |
| III | Personal Emergency Response | Care Recipient | No | Aggregate |
| III | Physical Fitness | Care Recipient | No | Aggregate |
| III | Senior Center Operations | Care Recipient | No | Aggregate |
| III | Senior Center Staffing | Care Recipient | No | Aggregate |
| III | Telephone Reassurance | Care Recipient | No | Aggregate |
| III | Transportation | Care Recipient | No | Aggregate |
| III | Vision Services | Care Recipient | No | Aggregate |
| IV | Adult Day Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Counseling - Other | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Defined Supplemental | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Defined Supplemental - Direct Payment | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Defined Supplemental - Other | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Defined Supplemental - PERs | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Individual Counseling | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Support Group | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Caregiver Training | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Chore Services - Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Home Delivered Meals - Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Home Health Aide - Respite Care | Caregiver | Yes | Client-Level (Caregiver) |

| NAPIS Service Cluster | NAPIS Service Name | Client Type for Service Enrollment | Client Registration Required (1) | Units Reporting Requirement (2) & (3) |
|---|---|---|---|---|
| IV | Home Modification | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Homemaker - Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | In Home Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Kinship Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Medical Equip/Supplies | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Other Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Out of Home Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Overnight Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Personal Care - Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Respite Care - Direct Payment | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Specialized Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| IV | Volunteer Respite Care | Caregiver | Yes | Client-Level (Caregiver) |
| V | Caregiver Case Management | Caregiver | No | Aggregate (3) |
| V | Caregiver Health Education | Caregiver | No | Aggregate |
| V | Caregiver Information & Assistance | Caregiver | No | Aggregate |
| V | Caregiver Nutrition Counseling | Caregiver | No | Aggregate |
| V | Caregiver Nutrition Education | Caregiver | No | Aggregate |
| V | Caregiver Outreach | Caregiver | No | Aggregate |
| V | Caregiver Transportation | Caregiver | No | Aggregate |
| V | Other Caregiver Services (Non-Registered) | Caregiver | No | Aggregate |

**NOTES**

1) Some services that appear on the chart above are not included on the current NAPIS Client Registration Form. This is most often because: they have been combined into another, more comprehensive service standard; they are seldom or no longer used; and/or they originate from a AAA regional service definition.

2) Client Registration is defined as the requirement that an attempt is made to collect information contained on the NAPIS Client Registration Form. This information then entered into the NAPIS 2.0 software application for each individual client.

3) Service units are either reported at the *client-level* (defined as entering service units for individual client records in the NAPIS 2.0 software application) or in the *aggregate* (defined as entering aggregate unit counts at the service and vendor-level).

4) Aggregate Cluster 5 caregiver units are entered for caregivers caring for *care recipients* (i.e., non-grandchildren and/or individuals age 18 and older) or for caregivers caring for *grandchildren* or those under age 19.

## APPENDIX II

| OSA Service Name | NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements) | OSA Unit of Service (Per OSA Service Standards) | NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements) |
|---|---|---|---|
| **Access Services** | | | |
| Care Management (CM) | Case Management (Cluster I Service) | Assessment & ongoing CM of an individual | No AoA NAPIS CM definition Use OSA reporting definition - (Each month participant is active in CM program) |
| Case Coordination & Support (CCS) | Case Management (Cluster I Service) | One hour of component CCS functions[i] | One hour of allowable activities |
| Disaster Advocacy & Outreach (DAO) | Reported under Cluster III Other service in OSA's NAPIS Application | Each hour of community education activities | No AoA NAPIS DAO definition Use OSA reporting definition - (Each hour of allowable activities) |
| Information & Assistance (I&A) | Information & Assistance (Cluster III Service) | One hour of component I&A functions | One Contact |
| Outreach | Outreach (Cluster III Service) | One hour of outreach service | One Contact |
| Transportation[ii] | Transportation (Cluster III Service) Assisted Transportation (Cluster II Service) | Transportation & Assisted Transportation: One, one-way trip per person | Transportation: One, one-way trip (no other activities) Assisted Transportation: One-one way trip to a person who has physical or cognitive difficulties (may include escort) |
| **In Home Services** | | | |
| Chore | Chore (Cluster I Service) | One hour of allowable chore tasks | One hour of allowable activities |
| Home Care Assistance (HCA)[iii] | Personal Care or Homemaker (Cluster I Services) | One hour of allowable HCA activities | One hour of allowable personal care or homemaker activities |
| Home Injury Control | Reported under Cluster III Home Injury Control service in OSA's NAPIS Application | Installation/maintenance of one safety device in older adult's residence | NAPIS Cluster III Service Use OSA Definition - (Installation/maintenance of one safety device in residence) |
| Homemaking | Homemaker (Cluster I Service) | One hour of allowable homemaking activities | One hour of allowable activities |
| Home Health Aide (HHA) | Reported under Cluster I Home Health Aide in OSA's NAPIS Application | One hour spent performing HHA activities | NAPIS Cluster III Service Use OSA Definition - (One hour of allowable HHA activities) |
| Medication Management | Reported under Cluster III Medication Management service in OSA's NAPIS Application | Each 15 minutes (.25 hours) of allowable activities | NAPIS Cluster III Service Use OSA Definition - (15 minutes of allowable activities) |
| Personal Care | Personal Care (Cluster I Service) | One hour spent performing personal care activities | One hour of allowable activities |
| Personal Emergency Response (PERS) | Reported under Cluster III PERS service in OSA's NAPIS Application | One month of monitoring client & each occurrence of equipment installation | NAPIS Cluster III Service Use OSA Definition - (One month/occurrence of allowable activities) |
| Friendly Reassurance | Reported under Cluster III Friendly Reassurance service in OSA's NAPIS Application | Each contact w/ homebound older person | NAPIS Cluster III Service Use OSA Definition - (One contact w/ older person)\ |

| OSA Service Name | NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements) | OSA Unit of Service (Per OSA Service Standards) | NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements) |
|---|---|---|---|
| **Nutrition Services** | | | |
| **Congregate Meals** | Congregate Meals (Cluster II Service) | One meal to an eligible participant | One meal to an eligible participant |
| Home Delivered Meals | Home Delivered Meals (Cluster I Service) | One meal to an eligible participant | One meal to an eligible participant |
| **Nutrition Counseling** | Nutrition Counseling (Cluster II Service) | One hour of advice and guidance | One Hour |
| **Nutrition Education** | Nutrition Education (Cluster III Service) | One educational session | One education session |
| **Community Services** | | | |
| **Disease Prevention/Health Promotion** | Reported under Cluster III Disease Prevention/Health Promotion service in OSA's NAPIS Application | One activity session or hour of related service provision | NAPIS Cluster III Service Use OSA Definition - (One session/hour of allowable activities) |
| **Health Screening** | Reported under Cluster III Health Screening service in OSA's NAPIS Application | One complete health screening per client, per year (including referral & follow-up) | NAPIS Cluster III Service Use OSA Definition - (One complete screening per client, per year) |
| **Assistance to the Hearing Impaired** | Reported under Cluster III Services to Hearing Impaired service in OSA's NAPIS Application | One hour of allowable activities or each community session | NAPIS Cluster III Service Use OSA Definition - (One hour/community session of allowable activities) |
| **Home Repair** | Reported under Cluster III Home Repair service in OSA's NAPIS Application | One hour of allowable home repair activities | NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities) |
| **Legal Assistance** | Legal Assistance (Cluster III Service) | One hour of an allowable service component | One Hour |
| **Long Term Care Ombudsman** | Reported under Cluster III LTC Ombudsman service in OSA's NAPIS Application | One hour of family support, complaint investigation/resolution, community education or volunteer support activities | NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities) |
| **Senior Center Operations** | Reported under Cluster III Senior Center Operations service in OSA's NAPIS Application | One hour of senior center operation | NAPIS Cluster III Service Use OSA Definition - (One hour of senior center operation) |
| **Senior Center Staffing** | Reported under Cluster III Senior Center Staffing service in OSA's NAPIS Application | One hour of staff time worked | NAPIS Cluster III Service Use OSA Definition - (One hour of staff time) |
| **Vision Services** | Reported under Cluster III Vision Services in OSA's NAPIS Application | One hour of service provided or one group education session | NAPIS Cluster III Service Use OSA Definition - (One hour/session of allowable activities) |
| **Programs for Prevention of Elder Abuse, Neglect, & Exploitation** | Reported under Cluster III Elder Abuse Prevention service in OSA's NAPIS Application | One hour of contact with organizations to develop coordinated, comprehensive services | NAPIS Cluster III Service Use OSA Definition - (One contact for allowable activities) |

| OSA Service Name | NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements) | OSA Unit of Service (Per OSA Service Standards) | NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements) |
|---|---|---|---|
| Counseling Services | Reported under Cluster III Counseling service in OSA's NAPIS Application | One hour of counseling services (including direct client contact & indirect client support) | NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities) |
| Caregiver Services | | | |
| Caregiver Education Support & Training | Caregiver Counseling: Individual, Support Group, Training, or Other | One hour of counseling or one session | One hour of counseling or session |
| Respite Care, Adult Day Care, Dementia Adult Day Care, Specialized Respite Care, & Kinship Respite Care | Respite Care | One hour of care provided per client | One hour of care provided per client |
| Caregiver Supplemental Services | Caregiver Supplemental Services | One good or service purchased or each hour or related service provision | One good or service purchased or each hour or related service provision |
| Caregiver Education Support & Training OR Caregiver Supplemental Services | Non-Registered Caregiver Services: Caregiver Case Management, Health Education, Transportation, Nutrition Counseling/Education, Information & Assistance | One activity session or hour of education, support, and/or training service provision | One activity session or hour of education, support, and/or training service provision |

---

[i] "Allowable activities" and "component [service] functions" are described in OSA Operating Standards for Service Programs.

[ii] AoA NAPIS definitions include both Transportation and Assisted Transportation as separate service definitions. NAPIS "Assisted Transportation" is a "registered" service in NAPIS (i.e., requires client NAPIS registration form). NAPIS "Transportation" is a non-registered service (i.e., no client registration form). All of the activities allowable under the federal service definitions for "Transportation" and "Assisted Transportation" are allowable under the OSA "Transportation" service definition. AAAs may report units and clients in NAPIS for one or both federal transportation services based upon the nature of the transportation activities provided.

[iii] Home care assistance is not an AoA-recognized NAPIS service. Home care assistance client and service units are to be reported in NAPIS under the federal personal care and/or homemaker services as appropriate (i.e., per allowable service activities).